

## What is the Best Way to Communicate with the Care Team?

You may have a million questions, but where do you start? CME Outfitters talked with patients and caregivers to find out what questions they asked their physician and care team during visits. Here are some questions they found useful to ask!

### Care Team Contacts

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### Communicating with the Care Team

- Who is a part of the care team and what does each person do?

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- Since COVID-19 prevents my family from attending appointments, who can they call with questions?

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- Is there an efficient way to manage my appointments across different care teams?

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- Are there support services available for the patient?

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- Are there support services available for the family?

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☑ Who should I contact if there are questions or concerns when the office is closed?

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☑ Are there options for care besides the emergency room?

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☑ Is there a social worker and/or patient navigator available to help with support services?

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☑ Who is the point person in the office managing cost and health insurance reimbursement/approvals?

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☑ Do I have access to my treatment summary record and personal health records?

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☑ After treatment, who will be the contact on the care team for follow-up appointments?

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### Communication Tip for Making Sure Everyone is Informed

Are there a lot of people that need to be updated? It can become difficult to be sure that all family members and friends receive status updates, especially when different family members may speak to the care team, each with different concerns or questions.

Rachel E.'s tip is to create an online Google document where updates can be added when individuals speak with the care team. Ask every family member to add information that they receive from the care team along with the date of the information. Here are a few important things to document if follow-up is needed:

- ☑ Who on the care team did you speak to?
- ☑ What was their response?
- ☑ Are there next steps to follow?

Another section titled "Questions" can include concerns/issues that are still unclear and need to be asked of the care team.

Making information gathering and sharing a team sport ensures that everyone is aware of any changes and shares the responsibility of keeping others in the loop too!

