

## PREPARING FOR HEALTHCARE ENCOUNTERS

*Need to Knows provide older adults and their families with important information to enhance their hospital or nursing home stays. Communication and teamwork are important aspects of high-quality healthcare. The individual, family, and caregivers are vital members of the team.*

Things you should bring to any healthcare encounter or have available at all times:

- Medication list
- Names and phone numbers of all healthcare providers and their specialties
- Medical history including dates for all past surgeries and procedures
- Family phone numbers — home and cell
- Allergies or adverse reactions to medication, food, or the environment
- Advanced directives, such as power of attorney, living will, MOLST/POLST
- Insurance cards or information
- Pharmacy phone number and address

In addition, if you are staying in the hospital or nursing home, you may want to bring the following:

- Glasses
- Hearing aids
- Assistive devices, such as a walker or cane
- Dentures
- Toothbrush and toothpaste
- Comb/brush
- Notebook and pen
- Other items you feel would make you more comfortable (robe, slippers, etc.)
- Soothing entertainment items such as music, radio, books, magazines, or puzzle books

