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Template Letter to Explain New Health Care Tools to Family Members/Caregivers

This is a sample letter that your agency can send to family members of the people your agency supports to help them understand why the agency is implementing new tools for health care visits and how they can help.

Date: _____

Dear Family Member/Caregiver,

We are writing to inform you about a change in our procedures at [agency name]. In an effort to better support the health of the people we support, we have updated the tools we will be using at health care visits.

This change has two purposes:

1. To empower the people we support to be more involved in their own health care.
2. To ensure the right information is getting to the provider and returning with the patient.

Both tools were developed based on input from health care providers, direct support professionals, and adults with developmental disabilities.

About My Health Tool:

This is a new tool that includes the key information that is important for all health care providers to know about the patient (e.g., history, health conditions, hobbies/interests, allergies, etc.). We will be bringing a copy of this tool to all health care appointments with new providers or those who have not seen it yet. We would greatly appreciate your help with filling out this tool, and may ask for your input on some of the questions as we complete it.

My Health Care Visit Tool:

This tool has two parts. One part will be filled out before the health care visit, and includes the reason for the visit and any new symptoms or issues the person is experiencing. It is our hope that providing the health care provider with this information up front will help the appointment go more smoothly.

The second part of the tool is to be filled out during the appointment and includes a summary of the visit. This will help make sure that the information the doctor provides is understood and that everyone is on the same page. We hope that this change will also allow for better communication about health care visits between staff and families.

We really value your engagement and commitment to working with us as we work to improve the health care of the people we support. We are also continuing to improve the tools and welcome your feedback. Feel free to email [insert contact person at your agency] with any suggestions you have.

Sincerely,

[Signature]

[Name, Title, Contact information]