

Caregiver's Toolkit

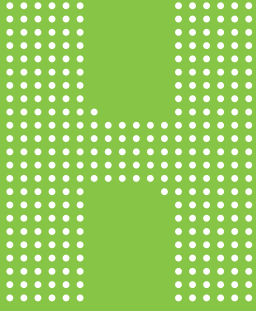


Helping you so you can help
the person you are caring for

Developed for caregivers by the Humana Healthy Horizons® in Kentucky team

Humana
Healthy Horizons®
in Kentucky

HUMM08341



Dear Caregiver,

Thank you for all you do to help our enrollee manage their care.

At Humana Healthy Horizons in Kentucky, we understand how important your role is, and we're committed to supporting you as you support the person that you are caring for. The information and resources in this toolkit can help you make sure the needs of the person you are caring for are met-while reducing your stress, too.

The toolkit may help you:

- Record medical conditions, family history, medications and allergies
- Document notes and follow-ups from doctor's appointments
- Organize bills, medical records and insurance forms
- Identify resources that may be available to the person that you are caring for, such as disease management programs
- Simplify housework, cooking and your daily routine
- Recognize and take steps to reduce your stress

Supporting our enrollees' whole health means making sure the people who care for them have tools and real help within reach. For more information on caring for others, visit [Humana.com/Caregiver](https://www.humana.com/caregiver).

Sincerely,

Humana Healthy Horizons in Kentucky Family and Friends Caregiver Support Team

What's inside your caregiver's toolkit

This all-in-one resource puts information and tools right at your fingertips so you can focus on what matters—caring for the person you are caring for.

In each section you'll find tearaway worksheets, lists and more to help you stay organized and make your job a little easier.

Medical history

Medical conditions

Record medical conditions and illnesses that may affect the person you are caring for.

Medicines and allergies

List medications and supplements the person you are caring for takes, plus any allergies to medicines.

Procedures and hospitalizations

Write down all of the procedures and hospitalizations of the person you are caring for.

Contact information

Emergency contacts

Keep this form by the phone or carry it with you.

Important contacts

Fill and keep these numbers for easy reference.

Follow-ups and reminders

Doctor's notes

Write down instructions and other important information after doctor's visits.

Daily routine

Make note of medication, meal and nap times for day-to-day consistency.

Preventive screenings

Keep all tests and screenings handy for easy sharing with doctors.

Caregiver support

Caring for yourself

Take care of your own health so you can care for the person you are caring for.

Guidance with your well-being in mind

Learn to streamline daily tasks and responsibilities.

Health and safety tips

Help reduce hazards and keep your home safe.

Financial resources

Access resources to help you manage the finances of the person you are caring for.

Communication

Learn to communicate effectively with providers and the person you are caring for.

Getting out and about

Leave the house without stress or hassle.

Ideas for staying active together

Bond and have fun with the person you are caring for.

Making mealtime more enjoyable

Eat better and spend less time cooking and shopping.

Relieving caregiver stress

Reduce your stress and live more fully

Recognize the causes and manage your stress.

Depression

Learn about important resources and support.

Caregiver resources

Support for Humana Healthy Horizons in Kentucky enrollees

Help the person you are caring for access tools available to them.

Notes

Write down important reminders and more.

Medical history

Document everything that may affect the care of the person you are caring for.

- Medical conditions
- Medicines and allergies
- Procedures and hospitalizations

Medical conditions

Check any of the conditions the person you are caring for or a family member of the enrollee has had.

Medical condition	Personal history	Family history
Alzheimer's disease		
Arthritis		
Asthma		
Back pain		
Blood disorders		
Cancer		
Chest pains		
Chronic lung disease		
Chronic pain		
Delayed development		
Dementia		



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Medical condition	Personal history	Family history
Depression		
Diabetes		
Hearing problems		
Heart disease		
Hepatitis		
High blood pressure		
High cholesterol		
HIV or AIDS		
Kidney (renal) failure		
Migraine headaches		
Multiple sclerosis		
Osteoporosis		
Parkinson's disease		
Seizures		
Skin problems		
Sleep disorders		
Stomach disorders		
Stroke		
Thyroid problems		
Vision problems		
Other		



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Medicines and allergies

Prescription medicines

List all prescription medications the person you are caring for takes, including any drops, patches, inhalers, or injections.

The medicine's dose can be found on the prescription label.

Medicine name and description (such as round, orange pill)	Prescribing doctor	Dose (such as 2 mg)	How often (such as 3x a day)	Reason for taking the medicine or supplement



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Medicines and allergies

Over-the-counter medicines and supplements

List all the nonprescription healthcare items the person you are caring for uses, including:

- Eye drops
- Creams/ointments
- Patches that contain medicine such as, Lidocaine patches
- Aspirin, antacids, laxatives, etc.
- Vitamins, herbs and other dietary supplements
 - If the person you are caring for takes herbal supplements, be sure they notify their doctor.

Medicine name and description (such as round, orange pill)	Prescribing doctor	Dose (such as 2 mg)	How often (such as 3x a day)	Reason for taking the medicine or supplement



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Allergies

If the person you are caring for has allergies, list them here.

Allergies	Type of reaction (such as rash or breathing difficulties)



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Procedures and hospitalizations

List hospitalizations, surgeries and other medical and dental procedures. Keep this form up to date and be sure the person you are caring for takes it to all doctor's visits.

Procedure/reason for hospitalization	Attending doctor	Hospital	Date
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			



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Contact information

Have the numbers you need all in one place

- Emergency contacts
- Important contacts

Emergency contacts

Keep this form by the phone or carry it with you.

National Emergency Assistance Line: 911	Suicide and Crisis Lifeline: 988
Humana Behavioral Health Crisis Line: 833-804-7355 (TTY: 711)	Humana 24-Hour Nurse Advice Line: 800-648-8097 (TTY: 711)
Poison control: 800-222-1222	Fire department:

Emergency contact 1:	
Phone	Relationship
Emergency contact 2:	
Phone	Relationship
Primary care physician:	
Address	Phone
Doctor and type of practice:	
Address	Phone
Preferred hospital:	
Address	Phone



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Important contacts

Fill in and keep these numbers for easy reference.

Religious contact:
Address
Phone
Preferred pharmacy:
Address
Phone
Neighbor:
Address
Phone
Other:
Address
Phone
Other:
Address
Phone
Other:
Address
Phone



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Follow-ups and reminders

Organize important information to keep the care on track for the person you are caring for

- Doctor's notes
- Daily routine
- Preventive screenings

Doctor's notes

Fill out after every doctor's visit.

Making the most of each visit

Follow these scheduling tips for an appointment:

- Avoid Mondays, the busiest day for most doctors
- Ask for the first appointment of the day or first appointment after lunch to avoid long wait times
- Fill out forms ahead of time
- Take notes during the appointment

What to bring:

- Humana enrollee ID card and photo ID
- Questions for the doctor
- Health history and medical records you'd like to discuss
- List of medications, other doctors and preferred pharmacies

Doctor:	Date:
Tests ordered/results:	
Restrictions (dietary):	
Instructions:	



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Doctor's notes

Fill out after every doctor's visit.

Doctor:	Date:
Tests ordered/results:	
Restrictions (dietary):	
Instructions:	

Doctor:	Date:
Tests ordered/results:	
Restrictions (dietary):	
Instructions:	

Doctor:	Date:
Tests ordered/results:	
Restrictions (dietary):	
Instructions:	



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Daily routine

A regular schedule can help you and the person for whom you provide care. For day-to-day consistency, please make note of their:

- Medication
- Mealtime
- Naptime

Example	Morning ✓ Meal ✓ Medication	Notes: Serve breakfast at 8:30 a.m. Give morning medication at 10 a.m. after eating breakfast.
	Morning	Notes:
	Noon	Notes:
	Afternoon	Notes:
	Evening	Notes:
	Midnight	Notes:



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Preventive screenings

The Centers for Disease Control and Prevention recommends these common screenings for people of average risk.*

Screenings and exams	Who	How often
Blood pressure	Men and women 18+	Regular healthcare visits or once every 1–2 years (if b/p reading is less than 120/80) More often if the person you are caring for has high blood pressure or diabetes
Bone density test/osteoporosis screening	Women 65+ and men 70+ For those at risk, women under 65 and men 50–70	Every 2–3 years
Physical exam	Men and women 18+ Children 18 and under	Once a year Consult your pediatrician Visits should include a regular exam and any necessary shots
Colorectal cancer screening options Fecal occult blood test Multitarget stool DNA test Barium enema Flexible sigmoidoscopy Colonoscopy	Men and women 45 to 75	Test options include: <ul style="list-style-type: none"> • Annually • Every 3 years • Every 4 years • Every 4 years • Every 10 years • High-risk every 2 years
Comprehensive eye exam	Men and women 50+	Annually If the person you are caring for has diabetes, test for diabetic retinopathy annually



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Preventive screenings

The Centers for Disease Control and Prevention recommends these common screenings for people of average risk.*

Screenings and exams	Who	How often
Diabetes	Men and women 40+ unless there is increased risk	Every 3 years For people with diabetes, twice annually HbA1c test, LDL cholesterol test, kidney test, and an eye exam are recommended
Breast cancer screening	Women 40+	Every 1–2 years Over 55, every other year (mammogram)
Pap tests and pelvic exams	Women 18+	Ask your doctor
Cholesterol	Men and women 18+	Every 5 years, or annually if the person you are caring for has above normal levels
Prostate exam	Men 50+	Tests include digital rectal exam and prostate-specific antigen test. Talk to your doctor about which tests and schedule are best.
Flu shot	Men, women and children 6 months+	Annually
Pneumonia shot	Men and women 65+	One time (may need a booster)

* This material is for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional. You should consult with your doctor to determine what is right for you.



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Caregiver support

Maintain your own health, happiness and well-being

- Caring for yourself
- Guidance with your well-being in mind
- Health and safety tips
- Financial resources
- Communication
- Getting out and about
- Ideas for staying active together
- Making mealtime more enjoyable

Caring for yourself

When you're caring for someone else, it's important to care for yourself, too.

Be sure to stay up to date with doctor's appointments and medical needs, and make time for hobbies and the things you love to do.

Take care of your health

- Get regular medical checkups
- Exercise regularly—even if it's just a walk around the block*
- Try to eat healthy foods
- Get plenty of sleep

Take care of your whole self

- Schedule downtime every day
- Create a quiet space in your home where you can go to relax
- Find ways to streamline daily tasks
- Ask friends and family for help
- If possible, hire professional help, such as a cleaning service or care provider
- Keep a journal to record good things about each day—and how they made you feel



Managing the health of the person you are caring for starts with caring for your own well-being.

*Talk to your doctor before starting any exercise program.



Guidance with your well-being in mind

Regular exercise and a healthy diet can help you have more energy, feel better, and improve your mood. We include below some ideas for exercise and eating right, and tips for connecting you with help and support.

Simple exercise tips

- Get outside and walk.
- Take the stairs instead of the elevator or escalator.
- Walk or ride a bike instead of driving.
- Dance—turn on some music while you clean.
- Utilize your home and household items—many common items can be used to exercise, from chairs to cans of food.

Simple ways to eat healthy

- Control your portion size. Try using smaller-size dishes.
- Eat slower. It'll give your body time to digest and you'll feel fuller faster.
- Eat a well-balanced diet filled with nutrient-rich foods like whole grains, spinach, berries and nuts.
- Drink plenty of water. It will keep you feeling fuller throughout the day.
- Don't skip meals. It can lead to out-of-control hunger and overeating.

It's OK to ask for help

- Family members and friends may be able to help and offer emotional support.
- Support groups can connect you with people in similar situations.
- Professional services, like cleaners or caregivers, can give you a break.

Want more wellness tips?

Visit [Humana.com/health-and-well-being](https://www.humana.com/health-and-well-being) to get wellness tips on everything from exercise and healthy eating to causes of chest pain and information on heart disease.



Remember, always talk to your doctor before beginning a new exercise program or making any changes to your diet.



Health and safety tips

Keep supplies stocked and take steps to help protect the safety of you and the person you are caring for. This may make your job easier, prevent trips to the doctor or drugstore and give you peace of mind.

Equipment and supplies to keep on hand

- Latex-free gloves
- Antibacterial ointment
- Rubbing alcohol
- Bandages
- Aspirin
- Extra sheets and blankets
- Hand sanitizer
- Thermometer
- Hydrogen peroxide
- Baby wipes
- Cotton swabs

Protection for you

- Wear gloves if you come in contact with bodily fluids
- Properly dispose of soiled linens and dressings by placing them in separate garbage or laundry bags
- Wash your hands frequently
- Designate and organize an area for supplies that is out of the reach of children
- Properly clean up blood and bodily fluids with one part chlorine bleach and 10 parts water

Preventing falls at home

- Keep high-traffic areas clear of toys, wires, shoes and other objects
- Secure area rugs from slipping, bunching and sliding
- Make sure stairs have handrails and are well lit
- Install grab bars in the shower or a stool riser for the toilet if needed
- Keep commonly used items at eye level and within easy reach



Financial resources

If you are authorized under state law and/or have power of attorney for financial decisions for the person you are caring for, here are some financial resources that may be helpful to you.

Your financial responsibilities may involve:

- Bill paying
- Cash deposits and withdrawals
- Insurance and benefits claims
- Savings and investment decisions
- Tax preparation

What you should know about the finances of the person you are caring for:

- Location of all financial and legal records (e.g., will)
- Monthly expenses
- Monthly income
- Insurance details
- Up-to-date financial planning

Ways to help with the finances of the person you are caring for:

- Be aware of any out-of-pocket expenses
- Encourage saving and careful spending
- Obtain access to bank and brokerage accounts, if necessary
- Consider automatic payment of recurring bills and direct deposit of pay and benefits checks
- Seek professional financial and legal advice



Communication

Whether you're speaking with a doctor, an adult with memory loss, or a child, effective communication helps everyone get the care they need and may even build stronger relationships. Here are a few tips to help you connect and communicate better.

Principles of good communication

- Be patient
- Acknowledge feelings
- Don't interrupt
- Keep conversations simple
- Ask questions

Communicating with a child

- Be friendly
- Don't raise your voice
- Be clear and keep questions simple
- Confirm he or she heard and understood you
- Use his or her name when speaking

Communicating with someone with memory loss

- Write things down or show pictures to jog the memory
- Make suggestions to help trigger the memory
- Show the person you are caring for how to do something instead of telling them
- Remind the person you are caring for about plans for the day
- Be patient with the communication efforts made by the person you are caring for

Communicating with doctors and other providers

- Try to learn about the condition of the person you are caring for before you make visits or calls
- Organize all paperwork and medical records before you talk
- Make a list of questions so you don't forget anything
- Don't keep important information to yourself, even if it's embarrassing
- Keep calling if you get no reply

Tips for resolving caregiving conflicts

- Write down key points you want to make
- Ask yourself "If someone said that to me, how would I feel?"
- Ask "Could you help me with this problem I'm having?" rather than pointing a finger
- Count to 10 before saying anything
- Get an outside opinion by talking to a third party



Proper communication can help build relationships and helps the person you are caring for get the care they need.



Getting out and about

If you have to leave the house for doctor's visits or any other reason with the person you are caring for, these simple tips can help make it easier.

- Make sure you both have enough time to get ready
- Break up tasks, like getting dressed, into small steps
- Get to know the behavior and routines of the person you are caring for
- Try different approaches and routines to see what works best
- If you're traveling with a child, keep an activity on hand to keep them occupied

Transportation resources

Transportation is available for Humana Healthy Horizons in Kentucky enrollees during emergencies and for nonemergency, non-ambulatory stretcher services. Other transportation services may be available through Kentucky Medicaid. Learn more at [Humana.com/KentuckyRides](https://www.humana.com/KentuckyRides).



Ideas for staying active together

Finding things to enjoy together can help strengthen your relationship and make every day a little more fun; that's good for both of you.

Children

- Read together
- Dance
- Sing favorite songs
- Do an arts and crafts project
- Go to the playground
- Visit a local zoo
- Have a picnic in the yard
- Cook together

Teens

- Play a sport they like
- Put together a puzzle
- Take a bike ride
- Go to the movies
- Play board games
- Listen to music
- Take a short daytrip
- Cook together

Adults

- Garden
- Go for a walk
- Visit a neighbor
- Look at family pictures
- Put out bird feeders
- Play cards
- Play board games
- Cook together

More ways to help the person you are caring for stay engaged

- Help them reconnect with old friends
- Find a support group
- Explore volunteer opportunities
- Encourage hobbies—old and new



Making mealtime more enjoyable

Streamline your grocery shopping and cooking so you have more time for the important stuff: good eating with good company.

Reduce your time in the kitchen and at the store

- Label and organize food onto different shelves, and keep often-used items and tools easily accessible
- Make large batches to freeze and defrost later, and use time-saving tools like a slow cooker
- Keep frozen vegetables, nonperishables and basics on hand for last-minute meals
- Prep vegetables and meats on the weekend to save time during the week
- Consider shopping for groceries online if delivery is available in your area

Ways to make mealtime better for the person you are caring for

- Serve meals when the person you are caring for is most likely to be alert and free of pain
- Offer choices when possible, including favorite foods
- Serve small, frequent meals
- If the person you are caring for has trouble recognizing things, name each food and its temperature
- Serve drinks with a bendable straw to avoid spills



Sometimes caregiving involves more than just watching over a person's health.

Relieving caregiver stress

Know the signs and when to get help

- Reduce your stress and live more fully
- Depression

Reduce your stress and live more fully

Different situations can cause stress for different people, and everyone responds to it in different ways. While we can't eliminate all your stress, we may be able to help you manage it better.

What's causing your stress?

Identifying potential stressors can help you make a plan to get ahead of them.

- Financial strain
- Lack of personal time
- Worrying about the person you are caring for getting worse
- Managing pain and suffering
- Lack of sleep

What's does stress feel like?

Learn to recognize the symptoms.

Physical symptoms

- Dizziness
- Aches and pains
- Changes in weight
- Muscle tension and headaches
- Indigestion

Emotional symptoms

- Anger and irritability
- Anxiety
- Sadness and loss of interest in people or hobbies
- Exhaustion and fatigue
- Isolation and social withdrawal

Behavioral symptoms

- Eating more or less
- Sleeping too much or too little
- Isolating yourself
- Neglecting responsibilities
- Nervous or bad habits (e.g., nail biting or using alcohol)

Tips for keeping stress at bay

- Schedule time to relax and do the things you enjoy—even taking a daily walk
- Talk to friends and family members—sharing your feelings can help you feel better
- Eat healthy and exercise—you'll have more energy and feel good about yourself
- Organize your schedule, set priorities and don't overcommit
- Write out questions about the condition of the person you are caring for that you want answers to
- Try to keep a positive attitude and a sense of humor
- Find out if your employer offers stress-management assistance programs



Depression

Feeling down about something from time to time is normal. However, if your feelings of sadness don't go away or they begin to interfere with daily life, you may need to talk to a medical professional.

Am I depressed?

Depression may feel a little different for everyone, but here are some common signs:

- A change in eating habits resulting in dramatic weight gain or loss
- Feeling tired all the time
- A loss of interest in people or activities that once brought you pleasure
- Becoming easily agitated or angered
- Thoughts of death or suicide

What to do if you think you may be depressed

- Visit a reputable source (such as www.nimh.nih.gov/health/topics/depression) to learn more about the condition
- Try to identify what may be causing or contributing to your depression (e.g., financial strain, weight gain, relationship problems)
- Consider making lifestyle changes that may help
- Talk to a professional
- Be committed to your treatment regimen—it takes time

Additional resources

- For immediate help during a mental health crisis:
 - Call the Suicide and Crisis Lifeline at **988**
 - Call the Humana BH Crisis Line **833-801-7355 (TTY: 711)**
- For more information on stress and depression, visit www.adaa.org/tips
- If you're a Humana Healthy Horizons in Kentucky enrollee and need to find professional help, visit Humana.com/FindADoctor or by calling **800-444-9137 (TTY: 711)**

Caregiver resources

- Support for Humana Healthy Horizons in Kentucky enrollees
- Notes

Support for Humana Healthy Horizons in Kentucky enrollees

At Humana Healthy Horizons in Kentucky, we're committed to meeting enrollees' whole health needs with a wide range of services and benefits. Here are some additional resources available to help enrollees and their caregivers manage their health.

24-hour nurse advice line

Humana Healthy Horizons in Kentucky can access nonemergency care after business hours by calling our 24-hour nurse advice line at **800-648-8097** or contacting their PCP's office. If it's an emergency, call **911** or go to the emergency room.

MyHumana

MyHumana.com/registration

MyHumana gives enrollees access to their information anytime. Enrollees can check on claims, get details about benefits, estimate medical costs and more.

Register for an account at **Humana.com/registration**.

Humana Healthy Horizons in Kentucky's Find a Doctor service

Visit **Humana.com/FindADoctor** to help the person you are caring for find a doctor.

Prescription drug resources

Humana Healthy Horizons in Kentucky enrollees have pharmacy coverage and benefits through MedImpact.

Visit **Humana.com/KentuckyPharmacy** to learn about pharmacy coverage and benefits available to Humana Healthy Horizons in Kentucky enrollees.



Advance care planning

Talking about healthcare choices in advance helps you respect the values and wishes of the person you are caring for. This is called advance care planning. We offer an online tool called MyDirectives, where you can create, update and share a universal digital advance directive.

How to access MyDirectives:

1. Go to **Humana.com** and select “Sign In”
2. Enter the username and password for your MyHumana account
3. Select the “MyHealth” tab
4. Scroll down to “Health Support for You”
5. Select MyDirectives

If you’re not registered yet in MyHumana, click on “Register as a new user.”

If the person you care for is utilizing Humana At Home care management services, they can ask their care manager questions about advance care planning in a way that’s comfortable for them.

Caregiver resources

[Humana.com/Caregivers](https://www.humana.com/caregivers)

For even more information, caregivers can visit this helpful link to find tips, tools and other resources on many topics about caring for another person, as well as caring for yourself.

Benefits listed may not be available on all plans or in all areas.

This publication offers general information and is not a substitute for professional advice.

