



Center for
Transition to Adult Health Care
for Youth with Disabilities

A Side-by-Side Guide in the **CtLC Life Experience Series**
Developed by the LifeCourse Nexus



Moving to Adult Health Care:

GETTING READY FOR ADULT CARE

UMKC Institute for
Human Development
A University Center for Excellence in Developmental Disabilities

www.lifecoursenexus.com

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INTRODUCTION

► What Is This and Who Is This For?

Growing up means there are a lot of changes that are going to happen. One of those changes is your health care. The process of moving to adult care is called health care transition. Transition means a change from one thing to another. It does not happen all at once. You are considered transition age if you are somewhere between the ages of 12 and 26.

This guide is part of a set of toolkits that are made for you.

The guides and other tools will give you lots of information and resources to help you during this time of transition. The toolkits are made to help you learn and get ready for moving to adult health care and living a healthy adult life.

This guide is part of the toolkit **Moving to Adult Health Care: Knowing About Your Health.**

To find the other toolkits, please visit
movingtoadulthealthcare.org/toolkits/

Made for people with disabilities and their supporters by experts in the field of health care transition, developed in partnership with people who have lived disability experience.

► Toolkit Series

1. Understanding Health Care Transition
2. Knowing About Your Health Care
3. Leading Day-to-Day Health Care Routines
4. Understanding Your Legal Rights in Health Care Settings
5. Leading Your Health Care Visits and Interactions
6. Planning for Moving to Adult Health Care

Each toolkit has:

- Information you need to know about moving to adult health care
- Some important words and people to know
- Helpful tips for people who are supporting you
- Resources and supports
- EZ-Readers and videos to help you understand important ideas.



Scan the QR Code with your mobile device to download the Toolkit Series.



INTRODUCTION

► Learn. Talk. Do.

As you work through this guide you will learn about moving to adult health care and what that means. You will have chances to talk about what you learned with your supporter. You will then have ways to take action on what you learned.



Learn.

You and your supporter will learn about moving to adult health care and resources for additional information.



Talk.

Stopping points will be provided for you and your supporter to talk about what you just learned. Supporters will be given additional instructions and discussion ideas in the “supporter” box at these stopping points.



Do.

Tools will be provided that can help you apply what you learned. Instructions and examples of how to use the tools can be seen in the guide. You can print and complete the tools at lifecoursetools.com/health-care-transition.

For Supporters

A supporter is someone who is on your side. A supporter can help you with reading and understanding the information in this guide. You can talk to a supporter and ask them questions about moving to adult health care and what it means for you. They can help you think about and start doing things to get ready for taking charge of health care in your adult life. When you see **“For Supporters”** with this stamp shown to the right, it means that part is for your supporter to help them help you.



In This Toolkit

In the first five toolkits in the **Moving to Adult Health Care** series, you learned about: what it means to transition from pediatric to adult health care, understanding your own health care and disabilities, different kinds of doctors and health care workers, everyday things you do for your health as an adult, as well as health care rights, laws, and decision-making, and taking charge of your health visit.

In this toolkit, **Moving to Adult Health Care: Getting Ready for Adult Care**, you will learn to find and get ready for adult health care. You will learn about steps you can take and questions to ask as you make the move to adult health care.





Why Learn About This?



You are getting ready to fully move to adult health care. This may involve finding a new adult doctor. Knowing the steps to take and questions to ask will help you be prepared and have a more successful transition to adult care.

Knowing When It's Time to Move to Adult Care



You've been learning about moving to adult health care. You might already be taking on more responsibility for managing your own care. One of the last things you will do to fully move to adult health care is to find a new doctor who sees adult patients. How will you know when it is time?



- **Deciding for yourself:** When you turn 18, you can choose to take charge of your health care. Moving to a doctor who treats adults is often the first step.
- **Your Current Doctor May Let You Know:** Your doctor now may tell you when it's time to switch. Pediatricians (children's doctors) often stop seeing patients at 18 or 21.
- **Your Supporters Can Help:** Parents or others who support you might say it's time to find a new doctor who treats adults.
- **You Might Already Have an Adult Doctor:** If your current doctor sees adults, you may not need to change unless you want to.
- **Plan Ahead:** It's best to find a doctor before you get sick or hurt. Look for one when you feel well.

Deciding to Move to Adult Health Care

You have the right to decide when to switch to adult health care. To help you decide, talk with a supporter about the good things about switching early and the things that might be hard.

Think about questions like:

- Will an adult doctor understand my needs better now that I'm older?
- Do I love my current doctor and want to stay as long as possible?

Talking it through can help you make the best choice for you!



How to Find a New Doctor



It can be hard to think about changing doctors. It is best to start early. You should start seeing an adult doctor when you are 18 to 21 years old. It is a good idea to find your new doctor and have your first appointment while you are still seeing your pediatrician. This can make the transition smoother. Here are some ideas to help find a new doctor:

- **Take It One Step at a Time:** If you need to switch both primary care doctors and specialists, you don't have to do it all at once. Start with one doctor and make other changes later when you're ready.
- **Ask Your Current Doctor for Suggestions:** Your pediatrician or current doctor can recommend adult doctors. Share any specific needs or wants you have for your new doctor.
- **Consider Recommendations:** Ask your parents, family members, or friends about their doctors. They might know a good fit for you.
- **Check with Your Insurance Plan:** Your insurance plan (or your parent's plan) will have a list of doctors you can see. Make sure your new doctor accepts your insurance.

Getting Advice on Finding a New Doctor

Spend time talking with your parents, family members, or friends about doctors they've seen or heard about. Ask them what they look for in a doctor – what are things they like and what are things they don't like. Talk about what's most important to you in a new doctor.



Things to Think About



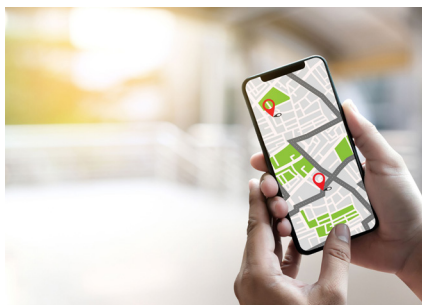
Before you begin looking for an adult doctor, take some time to think about what you want. What qualities of a doctor or practice will suit you best?

- Would you rather have a male or female doctor, or does it matter?
- Do you prefer a younger doctor? Younger doctors may be more willing to take on a new patient.
- Do you prefer an older doctor with more experience? More experienced doctors may not take new patients or may have a waiting list.
- Do you want a doctor who is part of a larger practice with many doctors? At a larger practice, if your regular doctor is busy or out of the office, another doctor may be able to see you if you cannot wait.
- Do you want a doctor who is part of a smaller practice with only one or two doctors? It may be easier to build a strong relationship with your doctor in a smaller practice.

Life Trajectory for Moving to Adult Health Care

Have you filled out the Life Trajectory for Moving to Adult Health Care from Toolkit #1? If yes, review it to help you think about what you want in a new doctor. If not, use it to organize your thoughts about finding a new doctor. It can also help you know what is important to you in your health care.

Other Things to Think About



Location

- Is the doctor's office close to where you live?
- How far are you able to travel for appointments?
- Is the doctor's office easy to find or get to?
- Do you need public transportation close by?
- Does the doctor have more than one location?



Other Things to Think About (Continued)



Accessibility

- Is the doctor's office in a building easy to get into and get around in? Look for things like ramps, elevators, wide doorways, automatic door openers, and accessible restrooms.
- Does the doctor have accessible exam rooms and medical equipment? This might include exam tables, imaging machines, or scales that meet ADA requirements for people with disabilities.
- Is there accessible parking? Are there enough accessible spots for the size of the building or practice?

Scheduling Your First Appointment



You want to find a doctor who makes you feel comfortable and can meet your needs. Before choosing a new doctor, call their office and speak to a staff member who has time to answer your questions. Before making a final decision, you might consider making an appointment to meet the doctor.

Questions About the Practice

- Is the doctor taking new patients? Sometimes, when doctors have a lot of patients, they decide not to see anyone new. If this happens, you may need to try another doctor on your list.
- Does the doctor take your insurance? Not every doctor takes every insurance, so you should always ask. When the doctor takes your insurance, a big part of your bill will likely be covered, but you still might need to pay part of the cost.
- What is the usual wait time to see the doctor? Ask about the wait time if you need a non-emergency appointment, like for a physical or regular check-up. You also should ask how quickly you can see the doctor when you are sick or hurt.
- What are the hours when the office is open? Ask if there are evening or weekend hours. What if you get sick after office hours?



To learn more about insurance, see the EZ-Reader: *Getting Ready for Adult Care: All About Insurance*



Scheduling Your First Appointment (Continued)



- What is the best way to contact your new doctor? Is email, phone, or text best? Do they use an online patient portal to set appointments or ask questions? How would you make, change, or cancel an appointment?
- What happens if you miss or cancel a visit?

Questions About Care:

- Will you always see the same doctor? Are there other health care workers you might see, like a nurse practitioner or physician's assistant?
- Are blood draws, labs, and x-rays done at the doctor's office, or will you need to go somewhere else?
- If needed, what hospital would the doctor send you to?

Taking Notes

Make sure you have a way to take notes when asking these questions such as on your phone or in a notebook. Having notes will help you make a decision that is best for you. It is also helpful to have any contact information such as a phone number, email, or portal instructions in a place you can easily find. Below is a space where you can take notes if you'd like.

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Getting Ready for Your First Appointment



Now that you have picked a new doctor, there are steps you can take to get ready for your first appointment. Setting up an appointment to meet your new doctor in person while you are healthy is a good idea. It helps you get to know each other, share important information about your health, and let them know how to support you best.

- **Share your medical history:** Ask your current doctor to send a medical summary to your new doctor. A medical summary includes your history, treatments, and other things your new doctor should know about you. Your current doctor can also include a letter with the summary or call your new doctor. A template for a medical summary is in the resource section.
- **Fill out the *Health Care Support Team and Needs tool*:** This information will help your new doctor and staff understand who is with you and their role at visits. It will also help them know how you best understand health information, communicate during visits, and follow through after visits.

Your First Appointment



Choosing a new doctor is a big responsibility. As you get to know your new doctor, here are some things to pay attention to:

- Did the doctor listen to you and your questions?
- Did they take enough time to answer your questions?
- Did the doctor explain information in a way that you could understand it?
- Did the doctor treat you with respect?
- Did they focus their attention on you rather than on your supporter?
- Did they talk with you about your overall health, not just your disability-related needs?

Remember, it is your responsibility and your right to speak up if you aren't satisfied with your doctor or treatment. You have the right to find another doctor who is a better fit for you.



► Learn. Talk. Do. For Supporters

Read through the Side-By-Side Guide and EZ-Reader with the youth. If there are things they do not understand, try explaining it using different words or in smaller bites. Answer any questions they might have. Use real life details to illustrate points. Stop and share stories or details as you go.

► Finding a New Doctor



Learn.

Together, read the information in this guide about knowing when it's time to move to adult health care. Then select a few websites about self-advocacy in the resource section and either watch the videos or read through the information together.

Talk.

- Discuss with the youth how they feel about moving to adult care. Do they feel ready? Ask if they have any fears or worries about managing more of their own care.
- Discuss the qualities you look for when choosing a doctor or health care provider for yourself. Talk to the youth about the doctor(s) you see and if you think they might be a good fit for them, and why.

Do.

If they haven't yet completed the ***Life Trajectory for Moving to Adult Health Care*** from Toolkit #1, help them to do so. Encourage the youth to talk about what they like or don't like about their current doctor and what they might like in their adult doctor. If they have already completed the tool, review it with them to help them remember what they might want in a new doctor. This can help the youth to organize their thoughts about finding a new doctor.



► Scheduling and Getting Ready for the First Appointment



Learn.

Together, read the information in this guide about scheduling an appointment with a new doctor and getting ready for the first appointment. Then, read or review the ***EZ-Reader All About Health Insurance*** with the youth.



Talk.

Discuss with the youth what kind of health insurance they have access to and what they might need to pay when visiting the doctor. If they aren't covered by their parent's insurance or Medicaid, talk about other ways they may be able to get health insurance.



► Scheduling and Getting Ready for the First Appointment

Healthy Living | My Health Care Support Team

My Name: _____ Date: _____
Supporter's Name (if needed): _____

MY HEALTH CARE SUPPORT TEAM

Personal Support

Name: _____ Relationship: ☐ Family ☐ Friend ☐ Other: _____
Role At Visit:
☐ Understand medical information ☐ Communicate with health care workers
☐ Follow through with next steps ☐ Other: _____

Name: _____ Relationship: ☐ Family ☐ Friend ☐ Other: _____
Role At Visit:
☐ Understand medical information ☐ Communicate with health care workers
☐ Follow through with next steps ☐ Other: _____

Name: _____ Relationship: ☐ Family ☐ Friend ☐ Other: _____
Role At Visit:
☐ Understand medical information ☐ Communicate with health care workers
☐ Follow through with next steps ☐ Other: _____

Formal Support

Name: _____
Relationship: ☐ Paid Staff (PCA, DSP) ☐ Residential/Provider Agency Staff ☐ Other: _____
Role At Visit:
☐ Understand medical information ☐ Communicate with health care workers
☐ Follow through with next steps ☐ Other (e.g., transportation, safety): _____

Name: _____
Relationship: ☐ Paid Staff (PCA, DSP) ☐ Residential/Provider Agency Staff ☐ Other: _____
Role At Visit:
☐ Understand medical information ☐ Communicate with health care workers
☐ Follow through with next steps ☐ Other (e.g., transportation, safety): _____

Name: _____
Relationship: ☐ Paid Staff (PCA, DSP) ☐ Residential/Provider Agency Staff ☐ Other: _____
Role At Visit:
☐ Understand medical information ☐ Communicate with health care workers
☐ Follow through with next steps ☐ Other (e.g., transportation, safety): _____

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Healthy Living | My Health Care Support Needs

My Name: _____ Date: _____
Supporter's Name (if needed): _____

MY HEALTH CARE SUPPORT NEEDS

Understand Medical Information

☐ I do not need help with understanding medical information.

I would like help to:
☐ Understand what my health care workers tell me or what they recommend. ☐ Understand the pros and cons of each option to help so I can make an informed decision.
☐ Learn about all my options or choices ☐ Other: _____
☐ Other: _____

How health care workers can best support me:
☐ Use photos or pictures to explain procedures or directions. ☐ Provide extra time.
☐ Use simple language. ☐ Other: _____
☐ Other: _____

Communicate with Health Care Workers

☐ I do not need help communicating with health care workers.

I would like help to:
☐ Share my current situation. ☐ Respond to the health care worker's questions.
☐ Communicate my decisions or choices. ☐ Other: _____
☐ Ask the health care worker questions. ☐ Other: _____

How health care workers can best support me:
☐ Repeat my answers back to me. ☐ Ask me questions.
☐ Ask me to "teach back" instructions. ☐ Other: _____
☐ Other: _____

Follow Through with Next Steps

☐ I do not need help following through with next steps.

I would like help to:
☐ Follow through with my medical decisions or choices. ☐ Share a summary of my visit with: _____
☐ Set up my medications. _____

How health care workers can best support me:
☐ Write down instructions for next steps. ☐ Give reminders of upcoming appointments.
☐ Update and organize my information such as my medication list or health care visit summary. ☐ Check-in with me to see how it is going.
☐ Other: _____
☐ Other: _____

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Do.

- Assist the youth (if needed) with contacting their current doctor or pediatrician to ask for a Medical Summary to be sent to their new doctor. You can find a sample medical summary in the Resource section of this guide.
- Help the youth fill out the Charting the LifeCourse tool **Health Care Support Team and Needs**. Talk about who might be with them when they go to the doctor and what they would want or expect that person to do. Help them identify what helps them understand health information, how they best communicate, and what they need to help them with follow-up after an appointment.



ADDITIONAL RESOURCES

► Resources

- Charting the LifeCourse Healthy Living: Health Care Support Team and Needs and Tip Sheets
umkc.canto.com/b/RFIJV
- Charting the LifeCourse Trajectory: Moving to Adult Health Care and Tip Sheet
umkc.canto.com/b/LL38V
- Got Transition: Sample Medical Summary
gottransition.org/6ce/?leaving-medical-summary-emergency-plan
- Got Transition: Questions to Ask Your Doctor
gottransition.org/resource/?hct-questions-ask-doctor-youth
- Illinois Healthcare Transition Project: Finding Adult Providers
illinoisap.org/wp-content/uploads/2020/01/Finding-Adult-Providers.pdf
- Family Voices: ALPHABET SOUP – A Glossary of Health Care Terms for Families of Children/Youth with Special Health Care Needs/Disabilities
familyvoices.org/wp-content/uploads/2018/06/Alphabet_Soup_11-22-2013-r.pdf
- National Collaborative on Workforce and Disability (NCWD):
A Young Person's Guide to Health Care Transition
tmcsea.org/uploads/1/3/9/8/13988756/young_persons_guide_to_health_care_transition.pdf
- Medline Plus: Choosing a Primary Care Provider
<https://medlineplus.gov/ency/article/001939.htm>
- US News: How to Choose a New Primary Care Doctor
health.usnews.com/health-care/top-doctors/articles/how-to-pick-a-new-primary-care-doctor
- Health Care Wisconsin Video: Hunter Chooses an Adult Provider
youtube.com/watch?v=SjXlfyvqJhA
- Pacer's National Center on Transition and Employment: Transition to Adult Health Care
pacer.org/transition/learning-center/health/transition-to-adult-health-care.asp



*Scan the QR Code with your mobile device
to visit the resources listed above.*





Center for Transition to Adult Health Care for Youth with Disabilities

The Center for Transition to Adult Health Care for Youth with Disabilities is a national health care transition (HCT) resource center. The goal of the center is to empower youth and young adults with intellectual and developmental disabilities (ID/DD) ages 12-26 to direct their own transition from pediatric to adult care with no reduction in quality of care or gaps in service.

movingtoadulthealthcare.org/toolkits/



Developed by:



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Training and Technical Assistance Center

UMKC Institute for Human Development • UCEDD

This project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$2,425,000 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

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Getting Ready for Adult Care:

ALL ABOUT HEALTH INSURANCE



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What Is This and Who Is This For?

This is one in a series of six booklets. They are meant to help you learn about moving to adult health care and healthy living.

This EZ-Reader, **All About Health Insurance**, is to help you learn how health insurance works. This EZ-Reader gives some basic information about health insurance and why you may need it. You can also learn about how to get health insurance and what it might pay for.



How to Use the EZ-Reader



EZ-Readers use words and pictures to help you understand what you need to know.



You can read this booklet by yourself.



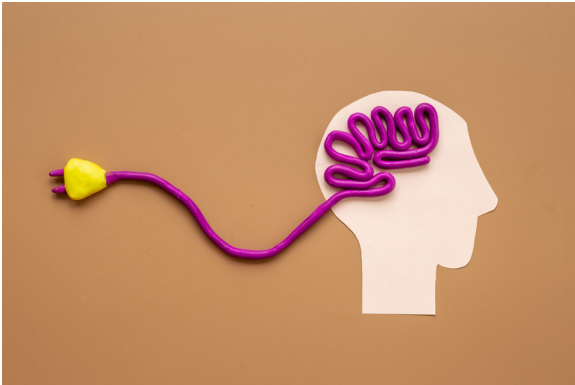
You can ask someone to read it with you.



Understanding Health Insurance



Health insurance can be confusing, and that's okay.



It is hard to understand for many people.



Take it one step at a time and know that you can ask for help.



Why Health Insurance?



Health care can cost a lot of money.



Most people cannot afford to pay the full cost of their health care.



That is why you may need health insurance.



What is Health Insurance?



You can buy health insurance to help pay for your health care costs.



You will pay a certain amount of money to an insurance company.



The insurance company will then help you pay for health care costs.



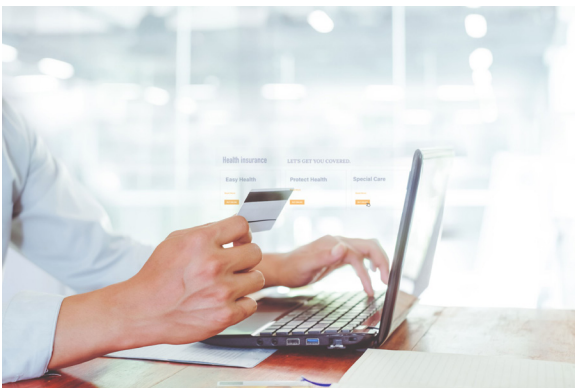
How Does it Work?



The money you pay to the insurance company is called a **premium**.



You will usually pay a health insurance premium each month.



Even if you don't use insurance that month, you still must pay the premium.



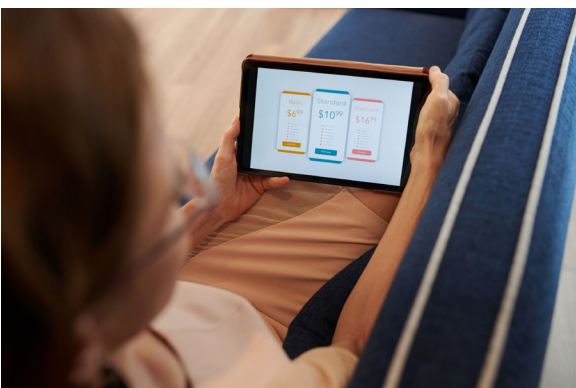
What Does Health Insurance Pay For?



Most plans pay for doctor visits and medication.



They also may pay for emergency room visits and hospital stays.



Each insurance plan may be different in what they pay for.



What Else Do I Have to Pay?



You may have other health care fees to pay.



Your insurance company may only pay a part of the cost of your care.



This means you may have extra costs in addition to your monthly premium.



What is Coinsurance?



One of the things you might pay is called coinsurance.



Coinsurance is your share of a health care service.



For example, you might pay 20% of the cost while insurance pays 80%.



What is a Copayment?



A copayment (copay) is a set amount you pay for a specific health service.



The amount can vary for different services.



For example, you could pay a \$25 copayment for each doctor's visit, but \$100 for an emergency room visit.



Affordable Care Act



The Affordable Care Act (ACA) is a law about health care.



The ACA helps make sure health insurance companies are doing a good job.



The ACA helps make sure everyone has health care.



How Can the Affordable Care Act (ACA) Help Me?



The ACA may allow you to stay on your parent's health insurance plan longer.



Your parent's health insurance may cover you until you turn 26 years old.



Your parent's premium would continue to pay for your health insurance.



How Else Can the Affordable Care Act (ACA) Help Me?



The ACA makes sure that insurance companies pay for certain things.



They must pay for things like flu shots.



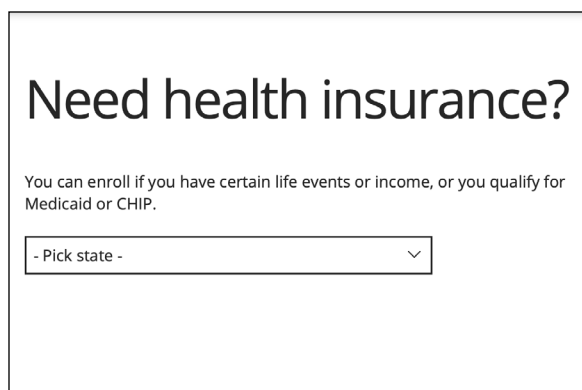
They also must pay for certain yearly screenings, like a mammogram.



Affordable Care Act (ACA) to Find Insurance



You can visit the online healthcare marketplace if you need to buy health insurance.*



You can find out about health insurance plans in your state.



You can compare plans and find one that works for you.

**You can find the online health care marketplace website in the resource section at the end of this EZ-Reader.*



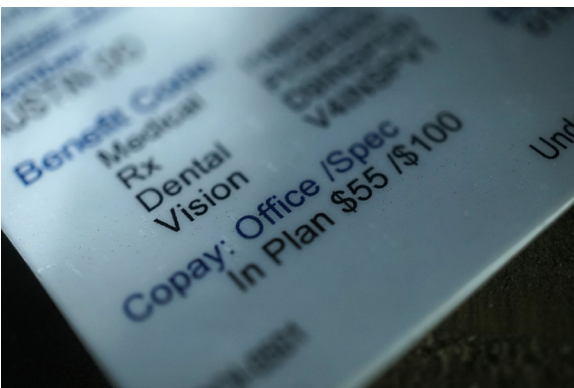
Where Else Could You Get Health Insurance?



If you have a job, your employer may offer health insurance.



They might give you a few different plans to choose from.



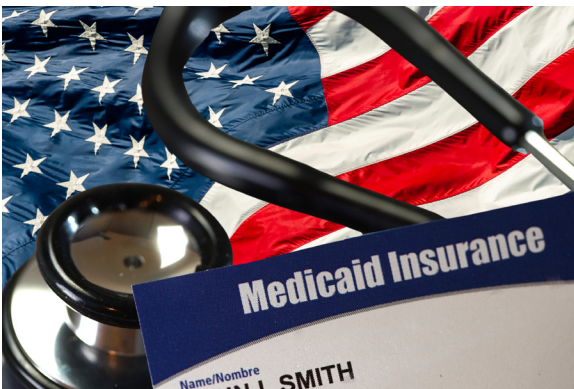
You and your employer will likely share the cost of the insurance premium.



Medicaid



Some people can get health insurance through Medicaid.



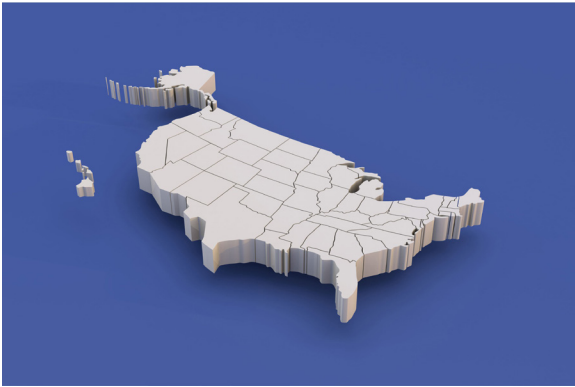
Medicaid is a health care program in the United States.



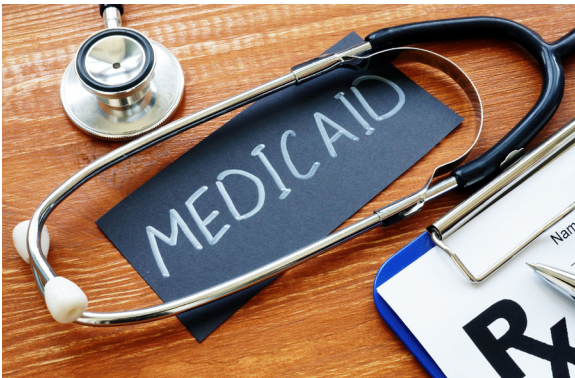
Medicaid is a partnership between the federal government and states.



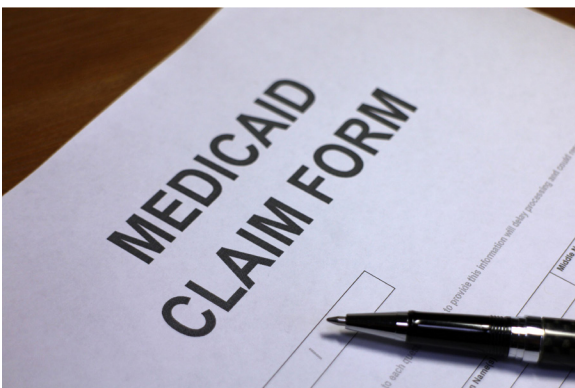
Medicaid



Each state runs its own Medicaid program.



The federal government has Medicaid rules the states must follow.



They can then make decisions about the Medicaid program in their state.



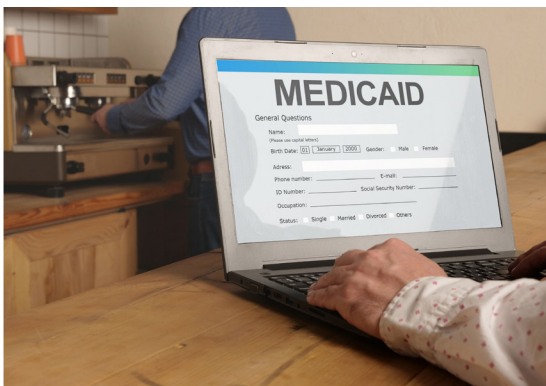
Things You Can Do Now



To learn more about health insurance, ask your parents what kind of health insurance you have now.



Learn about community health centers or free clinics in your area.



Find out if you may be eligible for Medicaid as an adult.



Resources

Affordable Care Act Online Healthcare Marketplace

www.healthcare.gov/

Northwell Health Video: Understanding Health Insurance

www.youtube.com/watch?v=EYelG0cz4lk

Consumer Reports Video: Understanding your Health Care Costs

www.consumerreports.org/video/view/healthy-living/health-insurance/3957094726001/understanding-your-health-insurance-costs/

Young Invincibles: Healthy Adulting Toolkit

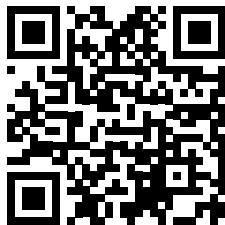
younginvincibles.org/wp-content/uploads/2018/10/2018-Healthy-Adulting-Toolkit.pdf

Getting Started with Medicare Before 65

www.medicare.gov/basics/get-started-with-medicare/before-65

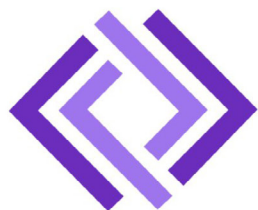
Family Voices

familyvoices.org/affiliates/



Use this QR Code to visit the links listed in the resources above.

***This is one of six Health Care Transition EZ-Readers.
Check out lifecoursetools.com/health-care-transition to download
the EZ-Readers and other resources (Side-by-Side Guides, Tools).***



Center for Transition to Adult Health Care for Youth with Disabilities

The Center for Transition to Adult Health Care for Youth with Disabilities is a national health care transition (HCT) resource center. The goal of the center is to empower youth and young adults with intellectual and developmental disabilities (ID/DD) ages 12-26 to direct their own transition from pediatric to adult care with no reduction in quality of care or gaps in service.

movingtoadulthealthcare.org/toolkits/



Developed by:



LifeCourse Nexus

Training and Technical Assistance Center

UMKC Institute for Human Development • UCEDD

This project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$2,425,000 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

www.lifecoursenexus.com

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Healthy Living | My Health Care Support Needs

My Name: _____ Date: _____

Supporter's Name (if needed): _____

MY HEALTH CARE SUPPORT NEEDS

Understand Medical Information

I do not need help with understanding medical information.

I would like help to:

Understand what my health care workers tell me or what they recommend.

Learn about all my options or choices

Understand the pros and cons of each option to help so I can make an informed decision.

Other: _____

Other: _____

How health care workers can best support me:

Use photos or pictures to explain procedures or directions.

Use simple language.

Provide extra time.

Other: _____

Other: _____

Communicate with Health Care Workers

I do not need help communicating with health care workers.

I would like help to:

Share my current situation.

Communicate my decisions or choices.

Ask the health care worker questions.

Respond to the health care worker's questions.

Other: _____

Other: _____

How health care workers can best support me:

Repeat my answers back to me.

Ask me to "teach back" instructions.

Ask me questions.

Other: _____

Other: _____

Follow Through with Next Steps

I do not need help following through with next steps.

I would like help to:

Follow through with my medical decisions or choices.

Set up my medications.

Share a summary of my visit with:

_____.

How health care workers can best support me:

Write down instructions for next steps.

Update and organize my information such as my medication list or health care visit summary.

Give reminders of upcoming appointments.

Check-in with me to see how it is going.

Other: _____

Other: _____



My Health Care Support Needs | Tip Sheet

Overview

You may need support during and after a health care visit. This could include:

- Understanding medical information.
- Communicating with health care workers.
- Following through with next steps.

Support can come from:

- **Personal or formal support teams** – Family, friends, or hired professionals.
- **Health care workers** – They can provide accommodations, which are changes or help to meet your needs.

This tool can help you:

- Decide if you need help during or after a health care visit.
- Let your supporters know how they can assist you.
- Tell health care workers what help and accommodations you need.

How To Use It

**Healthy Living | My Health Care Support Needs**

My Name: _____ Date: _____

Supporter's Name (if needed): _____

MY HEALTH CARE SUPPORT NEEDS

Understand Medical Information

☐ I do not need help with understanding medical information.

I would like help to:

☐ Understand what my health care workers tell me or what they recommend.

☐ Learn about all my options or choices

☐ Understand the pros and cons of each option to help so I can make an informed decision.

☐ Other: _____

☐ Other: _____

How health care workers can best support me:

☐ Use photos or pictures to explain procedures or directions.

☐ Use simple language.

☐ Provide extra time.

☐ Other: _____

☐ Other: _____

Communicate with Health Care Workers

☐ I do not need help communicating with health care workers.

I would like help to:

☐ Share my current situation.

☐ Communicate my decisions or choices.

☐ Ask the health care worker questions.

☐ Respond to the health care worker's questions.

☐ Other: _____

☐ Other: _____

How health care workers can best support me:

☐ Repeat my answers back to me.

☐ Ask me to "teach back" instructions.

☐ Ask me questions.

☐ Other: _____

☐ Other: _____

Follow Through with Next Steps

☐ I do not need help following through with next steps.

I would like help to:

☐ Follow through with my medical decisions or choices.

☐ Set up my medications.

☐ Share a summary of my visit with: _____.

How health care workers can best support me:

☐ Write down instructions for next steps.

☐ Update and organize my information such as my medication list or health care visit summary.

☐ Give reminders of upcoming appointments.

☐ Check-in with me to see how it is going.

☐ Other: _____

☐ Other: _____

**Charting the LifeCourse**
Framework and Tools

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1. Read through each section and check the boxes for the help you need.
2. If you need something that isn't listed, write it in the "Other" section.

Tip: Ask your doctor or health care worker to save this information in your records, like an online portal. This helps other health care workers find it when they need it.



Healthy Living | My Health Care Support Team

My Name: _____ Date: _____

Supporter's Name (if needed): _____

MY HEALTH CARE SUPPORT TEAM

Personal Support

Name: _____ Relationship: **Family** **Friend** **Other:** _____

Role At Visit:

Understand medical information

Communicate with health care workers

Follow through with next steps

Other: _____

Name: _____ Relationship: **Family** **Friend** **Other:** _____

Role At Visit:

Understand medical information

Communicate with health care workers

Follow through with next steps

Other: _____

Name: _____ Relationship: **Family** **Friend** **Other:** _____

Role At Visit:

Understand medical information

Communicate with health care workers

Follow through with next steps

Other: _____

Formal Support

Name: _____

Relationship: **Paid Staff (PCA, DSP)** **Residential/Provider Agency Staff** **Other:** _____

Role At Visit:

Understand medical information

Communicate with health care workers

Follow through with next steps

Other (e.g., transportation, safety): _____

Name: _____

Relationship: **Paid Staff (PCA, DSP)** **Residential/Provider Agency Staff** **Other:** _____

Role At Visit:

Understand medical information

Communicate with health care workers

Follow through with next steps

Other (e.g., transportation, safety): _____

Name: _____

Relationship: **Paid Staff (PCA, DSP)** **Residential/Provider Agency Staff** **Other:** _____

Role At Visit:

Understand medical information

Communicate with health care workers

Follow through with next steps

Other (e.g., transportation, safety): _____



LEGAL DECISION-MAKING AUTHORITY

This document is for informational purposes only, not legal advice or use.

I have legal decision-making authority for my health care.

I use supported decision-making (SDM). This means I have people I trust that help me make choices for myself. They do not make decisions for me.

Supporter(s)

Name: _____ Name: _____

Name: _____ Name: _____

I have a Supported Decision-Making Agreement: (check one)

Yes

No

I have a substitute decision-maker (select which one applies).

Power of Attorney (POA)

Name: _____ Name: _____

Phone Number: _____ Phone Number: _____

Name: _____ Name: _____

Phone Number: _____ Phone Number: _____

Guardian

Name: _____ Name: _____

Phone Number: _____ Phone Number: _____

Limited

Limited

Full

Full

Other: _____ Other: _____

Conservator

Name: _____ Name: _____

Phone Number: _____ Phone Number: _____

Limited

Limited

Full

Full

Other: _____ Other: _____

Notes:



Overview

It can be helpful to have someone go with you to health care visits, like doctor appointments. Health care workers need to know how to best support you. This includes knowing who helps you and who makes decisions about your care.

This tool can help you:

- Choose who you want to go with you.
- Decide what they should do during the visit.
- Tell your health care workers about your support team.
- Make sure everyone knows who makes decisions about your health care.

How To Use It

 **Healthy Living | My Health Care Support Team**

My Name: _____ Date: _____

Supporter's Name (if needed): _____

MY HEALTH CARE SUPPORT TEAM

Personal Support

Name: _____ Relationship: ☐ Family ☐ Friend ☐ Other: _____

Role At Visit:

☐ Understand medical information ☐ Communicate with health care workers

☐ Follow through with next steps ☐ Other: _____

Name: _____ Relationship: ☐ Family ☐ Friend ☐ Other: _____

Role At Visit:

☐ Understand medical information ☐ Communicate with health care workers

☐ Follow through with next steps ☐ Other: _____

Name: _____ Relationship: ☐ Family ☐ Friend ☐ Other: _____

Role At Visit:

☐ Understand medical information ☐ Communicate with health care workers

☐ Follow through with next steps ☐ Other: _____

Formal Support

Name: _____

Relationship: ☐ Paid Staff (PCA, DSP) ☐ Residential/Provider Agency Staff ☐ Other: _____

Role At Visit:

☐ Understand medical information ☐ Communicate with health care workers

☐ Follow through with next steps ☐ Other (e.g., transportation, safety): _____

Name: _____

Relationship: ☐ Paid Staff (PCA, DSP) ☐ Residential/Provider Agency Staff ☐ Other: _____

Role At Visit:

☐ Understand medical information ☐ Communicate with health care workers

☐ Follow through with next steps ☐ Other (e.g., transportation, safety): _____

Name: _____

Relationship: ☐ Paid Staff (PCA, DSP) ☐ Residential/Provider Agency Staff ☐ Other: _____

Role At Visit:

☐ Understand medical information ☐ Communicate with health care workers

☐ Follow through with next steps ☐ Other (e.g., transportation, safety): _____

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My Health Care Support Team

There are two types of support people.

- **Personal support** – Family, friends, or others in your life who help you.
 - **Formal support** – Professionals you hire or have access to, like a direct support Professional (DSP) or personal care assistance (PCA).
1. List the people who might help you at health care visits. Decide if they are personal support or formal support.
 2. Decide how you want each person to help. Different people may support you in different ways. For example:
 - Someone might help you talk with health care workers.
 - Someone else might give you a ride to the visit.





How To Use It

Legal Decision-Making Authority

This section helps health care workers know who has legal decision-making authority for your health care. If you make the decisions for your health care, make sure to check the first box.

Healthy Living | My Health Care Support Team

LEGAL DECISION-MAKING AUTHORITY
This document is for informational purposes only, not legal advice or use.

☐ **I have legal decision-making authority for my health care.**

☐ **I use supported decision-making (SDM).** This means I have people I trust that help me make choices for myself. They do not make decisions for me.

Supporter(s)
Name: _____ Name: _____
Name: _____ Name: _____

I have a Supported Decision-Making Agreement: (check one)
☐ Yes
☐ No

☐ **I have a substitute decision-maker (select which one applies).**

☐ **Power of Attorney (POA)**
Name: _____ Name: _____
Phone Number: _____ Phone Number: _____
Name: _____ Name: _____
Phone Number: _____ Phone Number: _____

☐ **Guardian**
Name: _____ Name: _____
Phone Number: _____ Phone Number: _____
☐ Limited ☐ Limited
☐ Full ☐ Full
☐ Other: _____ ☐ Other: _____

☐ **Conservator**
Name: _____ Name: _____
Phone Number: _____ Phone Number: _____
☐ Limited ☐ Limited
☐ Full ☐ Full
☐ Other: _____ ☐ Other: _____

Notes:

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Supported Decision-Making (SDM)

Fill out this section if you use SDM.

1. Write the names of your supporters.
2. Check if you have an SDM Agreement. This can remind you to share it with your health care worker.

Substitute Decision Maker

Fill out this section if you have a Power of Attorney (POA), guardian, or conservator.

1. Check which type of substitute decision-making you have.
2. Write the name and phone number of your decision-maker(s).

Tip: Ask your doctor or health care worker to save this information in your records, like an online portal. This helps other health care workers find it when needed.