Care Rights

My next care call

Take one question into the call. Keep the answer and the next step together.

Before I call

What matters to the resident today?

Which office am I calling?

What do I want to ask? Which record would answer it?

> **If someone says a request was sent** · "Can you show me the receipt and the dates and services it covers?"

During the call

Date and time

I spoke with (name and title)

What answer did I get?

- ☐ No answer yet
- ☐ Told me
- ☐ Sent part of it
- ☐ Sent me to someone else
- ☐ Promised to send
- ☐ Showed me where it's written

What did they say?

What did I see in writing? Document, version and page

Before I hang up

Who	What will they do?	By when	Phone

What is still open for the resident?

What could this sheet have helped me ask?