Is your loved one in a care facility and you can't visit due to COVID-19 safety measures?

Stay in touch with the facility and know their policies and status. Designate a family member for communication and set a phone appointment to talk with the facility staff.

Questions to Ask the Facility Caregiver

- First, take time to thank the caregiver for their commitment to taking care of the ill elderly and especially your loved one.
- Ask, in general, how is your loved one? Do they have any specific concerns? Have they noticed any changes mentally or physically?
- If your loved one has a specific diagnosis, confirm they are receiving the prescribed treatment.
- Ask if there is time in the coming week that an employee at the facility could set up a video call (Facetime, etc.) with you to enable your loved one to see your face. Set the appointment.
- Ask how you can help. For example, could you call and chat with other patients who have no one to speak with?
- Are there any supplies you could drop off at the facility?
- Confirm that the facility has all important family contact telephone numbers listed in the chart.
- Confirm the facility has a copy of the Health Care Surrogate Designation and up-to-date contact information for the designated decision maker. Also, check that your loved one's updated advance directives are on file.

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