



## Patient Passport Overview

### What is the Patient Passport?

The Patient Passport is a free, convenient, portable, user-friendly tool which is similar to a travel passport, but this one can be used by people (including those with chronic illnesses) as they 'travel' through the healthcare system. It helps communicate essential health information, special needs/preferences, communication approaches, and informed healthcare wishes to healthcare providers.

### Who started the Patient Passport?

The Patient Passport was created by Sharing the Care Campaign of Northern Colorado ([www.sharingthecarecampaign.com](http://www.sharingthecarecampaign.com)). Sharing the Care Campaign of Northern Colorado is a grassroots community group whose goal is to improve patient transitions of care and quality of life through their collaborative efforts. Many agencies and individuals provided volunteer time and input into the Patient Passport from across the spectrum of healthcare including:

- Agencies, such as hospitals, skilled nursing facilities, assisted and independent living residences, home health agencies, hospice and palliative care agencies, and the Medicare Quality Improvement Organization
- Individuals, such as physicians, pharmacists, nurses, social workers, EMTs, patients, care planners, caregivers, care/case managers, healthcare liaisons, and community members.

### Why is the Patient Passport a good idea?

- *Poor communication* - is the most common cause of healthcare errors and the Patient Passport can help patients and their caregivers be better prepared to communicate essential information as it helps us get it all together and have it when we need it.
- *Medication issues* – An estimated 42.6% of community-dwelling older adults are prescribed potentially inappropriate medications. The Patient Passport resource guide can help identify if one of your medications may be potentially inappropriate.
- *Advance Directives* – Having advance directive and advance care planning documents be available at critical times is essential to having our wishes/preferences honored. The Patient Passport pouch provides a place to keep these documents readily available.
- *Dementia* – As many as 5.4 million Americans are living with dementia today supported by nearly 15 million unpaid caregivers. Care is often fractured, and caregivers are often not aware of effective care strategies and personal preferences of those living with dementia. The Patient Passport has a place for this personalized information as well as a section on essential communication tips to help all be better equipped to effectively communicate with those living with dementia.

# Patient Passport – Steps to Complete

**Step #1:** **Identify who is going to complete the Patient Passport booklet.** This can either be you, the person who it is for, or your primary caregiver, the person who knows you best. It is critical that the information is filled out accurately or it will not be very helpful.

## Step #2:

**Gather the following items/information** - before sitting down to complete (See pages 4-8 in Patient Passport for detailed list) and don't worry about things you don't have or don't understand as your Patient Passport coach can help answer any questions.

- |  |   |
|--|---|
| <input type="checkbox"/> Address, phone numbers [self, emergency]                          | <input type="checkbox"/> Caregiver contact and phone #s |
| <input type="checkbox"/> Medical and prescription insurance cards                          | <input type="checkbox"/> Doctor names and phone #s      |
| <input type="checkbox"/> Current medication list(s) [Rx, OTC, Supplements]                 | <input type="checkbox"/> 2x3 personal photo             |
| <input type="checkbox"/> Advance Directives/Advance Care planning documents                |   |
| <input type="checkbox"/> Healthcare Agencies contact info – those you work with and prefer |   |

Rx=prescribed meds

OTC= Over the Counter including supplements and vitamins

Advance Directives/Advance Care Planning documents = Medical Durable Power of Attorney (MDPOA); MOST Form, Living will, CPR Directive

## Step #3:

### How do I complete it?

- Accurately complete with a pencil – remember you as the patient or your caregiver should be the one to fill in the information
- Don't worry about completing sections that don't apply to you
- Feel free to write in additional information where necessary or use the notes section to provide more details (i.e. if you want to say more about a personal preference than there is room on that page-write in something like "continued on Notes page 31")
- In the notes section write down any questions for your provider, or keep your own relevant healthcare notes in this section
- When the Patient Passport Booklet is completed, place in the pouch
- Place a copy of your Durable Medical POA form in pouch
- If appropriate for your situation, place copies of your CPR Directive, MOST form or Living Will into the pouch
- If you have a computer generated up-to-date copy of your medication list, place in the pouch, otherwise complete the Medication Section in the Patient Passport booklet
- Complete the front cover of the Patient Passport Pouch with name and complete the checklist of what is in the pouch

#### Step #4:

##### Ongoing Updates and Use

- Review and update the Patient Passport booklet and other contents on a regular schedule, most especially when any medications are changed or there is a change in your healthcare status. When update completed don't forget to update the "Date Updated:" on Page 4 of the Patient Passport Booklet.
- Take your Patient Passport with you to all healthcare visits, including emergency room visits, hospital stays, and skilled care stays. **Make sure to show the Patient Passport pouch to the healthcare staff that are caring for you, so that they can benefit from this information.** Refer them to page 40 of the Patient Passport which is intended to help healthcare personnel and providers understand the Patient Passport.
- Refer to pages 2 and 3 for ongoing questions about how to use your Patient Passport.
- At home, place the Passport in a clearly visible spot like on the side of the fridge with the hook provided.