

# Caregivers

## Resource Guide



Helping to care for a loved one is a rewarding experience. Sometimes it can also be a little stressful. PA Health & Wellness understands. And we're here to help you.

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1-844-626-6813 (TTY 711) | [PAHealthWellness.com](https://PAHealthWellness.com)



## Caregiving Collaborations®

PA Health & Wellness implemented the Caregiving Collaborations® program to support caregivers. We hope to improve your quality of life and give you the extra support you may need as you assist others with:

- Personal care
- Chores
- Providing emotional support
- Coordinating medical care
- Helping with finances

Through useful tools and information, we can help you care for our members, while continuing to care for yourself.

If you are a caregiver and would like to learn more, please contact our PA Health & Wellness Care Team at **1-844-626-6813 (TTY 711)**.

## My Caregiver Journal

As part of the Caregiving Collaborations® program, we created the My Caregiver Journal. This guidebook is designed to help you stay organized when it comes to your loved one's care. You can use the journal at doctor visits and to keep track of important information and daily routines. Contact your Care Manager to get your own My Caregiver Journal.

## Planning

Taking some time to plan can help make your caregiving easier. Creating a daily schedule for your loved one will form routines, and allow you to leave some time to care for yourself.

It may take some time to figure out what works best for you and your loved one. Some people need a strict schedule to follow each week, while others prefer a simple list of items to do each day.

Here are some items you may want to include:

- Daily or weekly chores
- Meal times or plans
- Medication schedule
- Reminders to order supplies or refill prescriptions
- Personal care
- Exercise
- Social activities
- Appointments

## Dementia and Alzheimer's Specific Tools

If you are caring for someone living with dementia, you may need additional resources to help you day-to-day. It may become hard for your loved one to get around their home. Using labels in the home can act as a guide. Color-coded labels with pictures can help if reading becomes a challenge. Download here:

<https://www.pahealthwellness.com/content/dam/centene/Pennsylvania/pdfs/Printable-Labels.pdf>





## Advance Directives

It's important for our members to take an active role in their healthcare choices. It may be hard to think about, but your loved one should decide what their healthcare choices are if they become too sick to make those decisions.

Discuss creating a living will or designating a power of attorney with your loved one. This information can be provided to you, the member's Care Team, and primary care doctors.

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## When to Contact your Care Manager

Your loved one's Care Manager is there to support you. They are an important part of the Care Team. There are many reasons you may need to be in contact with them. Some examples of when you should call your loved one's Care Manager are:

- Change in condition
- ER visit or hospital admission
- Fall or injury
- Urinary Tract Infection (UTI)
- Not all agreed upon services are being provided
- New diagnosis or medication
- Assistance with finding or changing providers
- Difficulty scheduling an appointment
- Change in living environment or work arrangement for loved one
- Need for additional training
- Durable Medical Equipment (DME) in need of repair or replacement

## When to Go to the Emergency Room

An emergency situation is when a life could be in danger. It is also when a person could be permanently hurt or disabled without care.

If an emergency situation happens, go to the closest emergency room. If the person is unable to move or it is not safe to move the victim, call 911.

After receiving care, your loved one should always call their doctor within 24 hours and schedule a follow up visit. If the condition needs treatment within 24 hours but is not life threatening, visit an urgent care center or call your doctor to receive advice and schedule an appointment.

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## Respite

Caregiving can feel like a full-time job, and everyone needs a break at times. This can be helpful for you and your loved one to give you time to connect with others and recharge.

Respite can range from a 30-minute break to taking a short vacation. Call your loved one's Care Manager to learn more, or explore the options through your local Area Agency on Aging.

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## Support Resources

Visit our website to learn more about the resources that are available. We're here to help.

<https://www.pahealthwellness.com/members/ltss/care-giver-resources/support-resources.html>





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