

# CareSpotter

## Questions to ask family during the first interview

When you first meet a family, it's just as important for you to interview them as it is for them to interview you. Get a feel for their style, the personality of both the family and the patient and their care needs. Research what you're getting yourself into, and most importantly find out if this is the right patient/family for you. The family will be impressed by your preparation and you'll make a great first impression.

### ***Organizational Questions:***

#### **Who will be my main point of contact?**

**Why:** It's important that you have one main point of contact, and if you have others you should be aware of who they are. If you do have others, make sure you know who is the final decision maker, to avoid family conflicts.

#### **What will be my main responsibilities?**

**Why:** You want to make sure you know your main responsibilities during care, and what's expected of you. If families do have "extra" responsibilities such as cooking, cleaning, ect, you may want to negotiate a higher rate if those services are apart from what you would regularly offer.

#### **Do you have any pets? How big and what kind of pet?**

**Why:** It's important to know what type of pets the patient may have, and if you are comfortable with that pet. Some patients may have many cats or a very big dog, and you don't want any surprises when it comes to pets. If you're allergic to pets or a certain type of animal, or you don't feel comfortable with the patient's pets, let the care coordinator know that's a concern of yours and try and schedule an in-home interview to assess your working environment.

#### **Do you have all the important names in the contacts on CareSpotter? The emergency contact numbers?**

**Why:** CareSpotter has an online contact system where families can list all the important emergency contacts. Make sure all the contacts are listed,

### ***Get to Know the Patient Questions:***

#### **What do I absolutely need to know to be successful with your mother/father/grandmother/grandfather/ect (patient)?**

**Why:** This is a very important question that few caregivers ask. No one knows the patient like their family, and they're a wealth of knowledge, so have them talk with you about exactly what the patient is looking for and what they're looking for as well. Connection with you and the patient is the most important thing, so learn as much as you can about the patient before meeting them to make a perfect first impression.

#### **What have other caregivers done that's been successful? What could they have done better?**

**Why:** No need to repeat the mistakes of others, learn from what past caregivers succeeded at and could have done better. This is generally the family's first time engaging with caregivers, so they're learning as well. Those tips from past caregivers can save you a lot of headache.

#### **What is the personality style of the patient? What are their likes/dislikes, how do they enjoy spending their free time?**

**Why:** The family and care coordinator can help you with some tips and tricks to most effectively connect with the patient. It's also very important to know what the patient doesn't like, so you don't make a bad first impression. Make a list of these things, and be sure to be vigilant. That first impression is most critical when working with new patients.

## ***Safety Questions:***

**Do they wander? Have they wandered before? (with dementia or Alzheimer's).**

**Why:** Like a fall risk patient, this is important for you to understand from the beginning. If your patient is a wander risk, that means you will need to be extra vigilant in your care, making sure you have your eyes on the patients at all times.

**All they a fall risk? How many falls have they had?**

**Why:** It's absolutely important to understand if your potential client/patient is a fall risk because this is something you should be vigilant of as a caregiver. If they are a fall risk, you'll need to be comfortable with taking them on as a client. Patients who are fall risks need to be monitored at all times and shouldn't be left alone to do tasks. If you do have a fall risk patient, be ready to handle the additional responsibility that comes with properly caring for that patient.

**Will you need me to do medication reminders? How often?**

**Why:** Most patients need medical reminders, this is common. You can use a notebook or 3x5 card to create a list of medical reminders, and just refer to your list throughout the day to ensure the patient gets their medication at the right time.