

## Practice Talking Points

### Practice Talking Points for Patients

- Our practice has partnered with Iris to offer Comprehensive Advance Care Planning (CACP) at no cost to you and your family.
- Iris gets your medical care preferences accounted for, documented, and communicated to your loved ones and your healthcare team.
- These documents, known as your Advance Directive or Living Will, let your care teams know what treatments are acceptable to you, and what is not.
- It also enables all your clinicians to know your preferences for medical treatments as certain situations arise.
- Iris' facilitators are skilled in these informative and educational discussions and are skilled at the required documentation.
  - For example, they explain the importance of having a medical power of attorney appointed for your health care decisions.
  - This person is appointed by you and should know your wishes moving forward medically, so they can express them to your team.
  - This is important in the event you are unable to make medical decisions or speak for yourself.
  - This helps lessen the burden on families and healthcare teams if your wishes are known and documented.
  - It gives you control with any important future health decisions.
- Iris will update everything and complete your documentation, making sure your healthcare team gets the information.
- "I think it is an excellent program for our patients, and I hope you will speak with them about their service."
- An Iris representative will contact you via phone and letter to tell you more about their program and schedule a video or phone conference from your home
- They will organize the video or phone conference to include any family members you want to be there.
- They will schedule your CACP facilitation when it is convenient for you and your family during the day, evenings or weekends.

- Then, you can get more information and decide if you would like to move forward with your CACP.

## Practice Talking Points to Patients who have ACP Advance Directives

Simply executing legal documents as the only outcome from advance care planning can leave an incomplete picture. Iris Comprehensive Healthcare Planning is more than just legal document creation, it's about communication and walking you through all of your future care decisions.

Iris focuses on facilitating in-depth discussions between you, your loved ones, and your care teams about your values and goals. This includes asking important and uniquely personal questions such as:

- *What is important to you?*
- *What matters most in your life?*
- *What would represent living well in the face of illness?*
- *What do you want to happen as your independence starts to wane?*

Beyond creating documentation, Iris' facilitated CACP conversations include:

- Bringing your loved ones together to loop everyone in the goals and preferences conversation to provide a greater awareness and support system within the family about your values, goals and treatment preferences
- Decision making with a discussion of important scenarios typically not covered in state documents
- Reviewing current ACP documents, clarifying any questions surrounding decisions and updating them as needed if your goals have changed
- Education on how each document is used and when; and clarifying roles and expectations of your healthcare agents
- Providing additional supporting documentation that further outlines in detail goals of care, location of care, hospital use and treatment shift points
- Distributing new and updated documents to you, your loved ones, your doctors and care teams to ensure your wishes are followed
- Ongoing follow up to review and revise documents in case your medical situation changes