CAREGIVER’S TOOLKIT
HELPING YOU SO YOU CAN HELP OTHERS
Developed for you by HUMANA
Dear Caregiver,

We know how important your role may be in helping a loved one maintain his or her health and well-being. Humana is committed to supporting you, and our members, with the resources and guidance you both may need.

Our experience in the healthcare industry and relationships with other caregivers has given us insights into valuable tools to support caregivers like you. Inside this toolkit, we’ve provided you with useful tools and resources to help make your life as a caregiver easier. The toolkit can help you:
• Record medical conditions, family history, medications and allergies
• Document notes and follow-ups from doctor appointments
• Organize bills, medical records and insurance forms
• Identify resources that may be available to the member you’re caring for, such as HumanaFirst® Nurse Advice Line or disease management programs

These are just some of the features of the Caregiver’s Toolkit. We hope you take advantage of these materials, and also encourage you to visit Humana.com/Caregiver for even more information on caring for others. At Humana, we’re here to support you. We hope these tools can help empower you as you continue to provide care to a loved one.

Sincerely,

Humana Family and Friends Caregiver Support Team
This toolkit is designed to put vital information, tools and resources all in one place, right at your fingertips—helping save you precious time and energy, so you can better care for your loved one in need.

Inside this toolkit, you'll find four sections organized with tearaway worksheets, useful tips and resources that may help make your life as a caregiver easier.

**SECTION 1 MEDICAL HISTORY**

In this section you'll find the following forms to keep track of your loved one's medical history:

**MEDICAL CONDITIONS**
Track medical conditions and illnesses that may affect your loved one, or run in the family.

**MEDICINES & ALLERGIES**
List all the medicines your loved one takes, from prescriptions to over-the-counter aspirin and vitamins. Make note of the dosages and how often each is taken. In addition, note any allergies to medicines.

**PROCEDURES & HOSPITALIZATIONS**
Record procedures and hospitalizations to help you track your loved one's medical history.

**SECTION 2 CONTACT INFORMATION**

Keep track of the following contact information all on one page that you can post near the phone or take with you on trips:

**EMERGENCY CONTACTS**

**HOSPITALS**

**DOCTORS**

**PHARMACIES**

**NEIGHBORS**
SECTION 3 THINGS TO REMEMBER

Here, you'll find the following tools:

**DOCTOR’S NOTES**
Keep track of important notes and instructions to remember or follow up on after each doctor visit.

**DAILY ROUTINE**
Make note of your loved one’s daily routine to help you or another caregiver remember important daily events including meals, medications and nap times.

**PREVENTIVE SCREENINGS**
Reference this list of preventive tests and screenings for planning with your loved one’s doctor.

SECTION 4 SUPPORT FOR YOU, THE CAREGIVER

In this section you’ll find information, support and other helpful resources for your own well-being, as well as tips on how to make your daily life as a caregiver easier:

**CARING FOR YOURSELF**
Tips and reminders about taking care of your own health.

**DAY-TO-DAY GUIDANCE**
Useful tips, including ways to streamline daily tasks, make your home safe, manage money and more.

**STRESS AND DEPRESSION**
Tools on understanding the causes and symptoms and ways to cope.

**CAREGIVER RESOURCES**
Humana resources available to members and caregivers.
SECTION 1

MEDICAL HISTORY

Keep track of your loved one’s medical history

• Medical conditions
• Medicines & allergies
• Procedures & hospitalizations
### MEDICAL CONDITIONS

Check any of the conditions your loved one or his or her family has had

<table>
<thead>
<tr>
<th>Personal history</th>
<th>Family history</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alzheimer's disease</td>
<td></td>
</tr>
<tr>
<td>Arthritis</td>
<td></td>
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<tr>
<td>Asthma</td>
<td></td>
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<tr>
<td>Back pain</td>
<td></td>
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<tr>
<td>Blood disorders</td>
<td></td>
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<tr>
<td>Cancer</td>
<td></td>
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<tr>
<td>Chest pains</td>
<td></td>
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<tr>
<td>Chronic lung disease</td>
<td></td>
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<tr>
<td>Chronic pain</td>
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<tr>
<td>Delayed development</td>
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<tr>
<td>Dementia</td>
<td></td>
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<tr>
<td>Depression</td>
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<tr>
<td>Diabetes</td>
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<tr>
<td>Hearing problems</td>
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<tr>
<td>Heart disease</td>
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<tr>
<td>Hepatitis</td>
<td></td>
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<tr>
<td>High blood pressure</td>
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<tr>
<td>High cholesterol</td>
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<tr>
<td>HIV or AIDS</td>
<td></td>
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<tr>
<td>Kidney (renal) failure</td>
<td></td>
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<tr>
<td>Migraine headaches</td>
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<tr>
<td>Multiple sclerosis</td>
<td></td>
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<tr>
<td>Osteoporosis</td>
<td></td>
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<tr>
<td>Parkinson’s disease</td>
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<tr>
<td>Seizures</td>
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<td>Skin problems</td>
<td></td>
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<tr>
<td>Sleep disorders</td>
<td></td>
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<tr>
<td>Stomach disorders</td>
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<td>Stroke</td>
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<td>Thyroid problems</td>
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<tr>
<td>Vision problems</td>
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<tr>
<td>Other _________________</td>
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<td>Other _________________</td>
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</tbody>
</table>

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**MEDICINES & ALLERGIES**

**PRESCRIPTION MEDICINES:** List all the prescription medicines your loved one currently takes. Be sure to fill in all the information for each one. The amount of medicine in each pill appears on the prescription label in milligrams (mg). This is called the dose, or strength. The label on liquids and shots lists the dose, too.

<table>
<thead>
<tr>
<th>Medicine name and description (such as round, orange pill)</th>
<th>Prescribing doctor</th>
<th>Dose (such as 2 mg)</th>
<th>How often (such as 3x a day)</th>
<th>Reason for taking the medicine</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**ALLERGIES TO MEDICINES:** List all the medicines to which your loved one is allergic, such as codeine, penicillin or sulfa drugs.

<table>
<thead>
<tr>
<th>Medicine name</th>
<th>Type of reaction (such as rash or breathing difficulties)</th>
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<tbody>
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**OVER-THE-COUNTER MEDICINES AND SUPPLEMENTS:** List all the nonprescription healthcare items your loved one uses. Such as:

- Eye drops
- Creams/ointments
- Oxygen
- Patches that contain medicine
- Aspirin, antacids, laxatives, etc.
- Vitamins, herbs and other dietary supplements. Examples include Ginkgo biloba, St. John’s wort, green tea, etc. (NOTE: When taking herbal supplements, notify your loved one’s doctor.)

### Medicines & Allergies

<table>
<thead>
<tr>
<th>Medicine name and description (such as round, orange pill)</th>
<th>Dose (such as 2 mg)</th>
<th>How often (such as 3x a day)</th>
<th>Reason for taking the medicine</th>
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</table>
# PROCEDURES & HOSPITALIZATIONS

List previous procedures (including dental and any surgeries) and hospitalizations. Complete and update this form as changes occur, and remind your loved one to take it with them to all doctor and hospital visits.

<table>
<thead>
<tr>
<th>Procedure/reason for hospitalization</th>
<th>Attending doctor</th>
<th>Hospital</th>
<th>Date</th>
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<tbody>
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<td>1.</td>
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<th>Attending doctor</th>
<th>Hospital</th>
<th>Date</th>
</tr>
</thead>
<tbody>
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<td>20.</td>
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</tbody>
</table>

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SECTION 2

CONTACT INFORMATION

Keep track of important phone numbers

• Emergency contacts
• Hospitals
• Doctors
• Pharmacies
• Neighbors
EMERGENCY CONTACTS

Have these numbers ready in the event of an emergency.

Police department:

Fire department:

Poison control: 1-800-222-1222

Emergency contact 1:
Phone:
Relationship:

Emergency contact 2:
Phone:
Relationship:

Preferred hospital:
Address:
Phone:

Primary care physician:
Address:
Phone:

Doctor:
Address:
Phone:

Doctor:
Address:
Phone:

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# IMPORTANT CONTACTS

Fill in and keep these numbers for easy reference.

<table>
<thead>
<tr>
<th><strong>Preferred pharmacy:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>--</td>
</tr>
<tr>
<td>Phone:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Other:</strong></th>
<th></th>
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<tbody>
<tr>
<td>Address:</td>
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<td>Phone:</td>
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<table>
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<tr>
<th><strong>Other:</strong></th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Phone:</td>
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<table>
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<tr>
<th><strong>Other:</strong></th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Phone:</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Religious contact:</strong></th>
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</thead>
<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Phone:</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Neighbor:</strong></th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Phone:</td>
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</table>

**HumanaFirst® Nurse Advice Line:** *1-800-622-9529 (TTY: 711)*

*To determine whether a plan provides access to the HumanaFirst® Nurse Advice Line, members should call the number on the back of your Humana member ID card. For those who use a TTY, call 711.
THINGS TO REMEMBER

In this section, you’ll find the following tools:

• Doctor’s notes
• Daily routine
• Preventive screenings
After your loved one visits a doctor, help them keep track of important notes and instructions to remember or follow up on.

TAKE THE WAIT OUT OF THE WAITING ROOM

Follow these scheduling tips:
• Avoid Mondays—generally the busiest day for most doctors
• Ask for the first appointment of the day or the first appointment after lunch
• Ask to fill out any needed forms ahead of time
• Remember to take Humana member ID card and photo ID with you

Make the most out of your appointment:
• Jot down questions for the doctor before your appointment
• Bring a health history and any medical records you wish to discuss
• Write down what your doctor says about any diagnosis and instructions for care
• Pack a list of medicines being taken, other doctors or specialists being seen and drug stores you use

<table>
<thead>
<tr>
<th>Doctor:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tests ordered/results:</td>
<td></td>
</tr>
<tr>
<td>Restrictions (dietary):</td>
<td></td>
</tr>
<tr>
<td>Instructions:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Doctor:</th>
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<tbody>
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<tr>
<td>Instructions:</td>
<td></td>
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</tbody>
</table>
After your loved one visits a doctor, help them keep track of important notes and instructions to remember or follow up on.

**Doctor's Notes**

<table>
<thead>
<tr>
<th>Doctor:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Tests ordered/results:</td>
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<td>Restrictions (dietary):</td>
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<tr>
<td>Instructions:</td>
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<table>
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<th>Doctor:</th>
<th>Date:</th>
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<td>Tests ordered/results:</td>
<td></td>
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<tr>
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<td>Instructions:</td>
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<th>Doctor:</th>
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<tr>
<td>Tests ordered/results:</td>
<td></td>
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<td></td>
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<tr>
<td>Instructions:</td>
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</tbody>
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# DAILY ROUTINE

Make note of your loved one’s daily routine to help them and you remember daily events including meals, medications and nap times.

<table>
<thead>
<tr>
<th>Morning</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Meal</td>
<td>Serve breakfast at 8:30 a.m.</td>
</tr>
<tr>
<td>✓ Medication</td>
<td>Give morning medication at 10 a.m. after eating breakfast.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Morning</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noon</td>
<td>Notes</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Afternoon</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>Evening</td>
<td>Notes</td>
</tr>
<tr>
<td>Midnight</td>
<td>Notes</td>
</tr>
</tbody>
</table>

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**DAILY ROUTINE**

Make note of your loved one’s daily routine to help them and you remember daily events including meals, medications and nap times.

<table>
<thead>
<tr>
<th>Time</th>
<th>Notes</th>
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<tbody>
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<td>Morning</td>
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<td>Noon</td>
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<td>Afternoon</td>
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<tr>
<td>Evening</td>
<td></td>
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<td>Midnight</td>
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</table>
Here are some of the most common screenings and tests your loved one may need to get on a regular basis to help maintain good health, as suggested by various sources and according to age and gender. Since each person is different and has different needs, please have your loved one consult with their doctor for the best course of action.

<table>
<thead>
<tr>
<th>Screenings and Exams</th>
<th>Who</th>
<th>How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood pressure</td>
<td>Men and women 18+</td>
<td>Regular healthcare visits or once every 1–2 years (if b/p reading is less than 120/80). More often if your loved one has high blood pressure or diabetes.</td>
</tr>
<tr>
<td>Bone density test/osteoporosis screening</td>
<td>Women 65+ and men 70+. For those at risk, women under 65 and men 50–70.</td>
<td>Every 2–3 years.</td>
</tr>
<tr>
<td>Physical exam</td>
<td>Men and women 18+</td>
<td>Once a year. Consult your pediatrician. Visits should include a regular exam and any necessary shots.</td>
</tr>
<tr>
<td>Colorectal cancer screening options</td>
<td>Men and women 50+</td>
<td>Test options include:</td>
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<tr>
<td>Fecal occult blood test</td>
<td></td>
<td>Annually</td>
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<tr>
<td>Multi-target stool DNA test</td>
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<td>Every 3 years</td>
</tr>
<tr>
<td>Barium enema</td>
<td></td>
<td>Every 4 years</td>
</tr>
<tr>
<td>Flexible sigmoidoscopy</td>
<td></td>
<td>Every 4 years</td>
</tr>
<tr>
<td>Colonoscopy</td>
<td></td>
<td>Every 10 years, high-risk every 2 years</td>
</tr>
</tbody>
</table>
## PREVENTIVE SCREENINGS

<table>
<thead>
<tr>
<th>SCREENINGS AND EXAMS</th>
<th>WHO</th>
<th>HOW OFTEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive eye exam</td>
<td>Men and women 50+</td>
<td>Every 2–4 years.</td>
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<td></td>
<td></td>
<td>At age 65, every 1–2 years.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If your loved one has diabetes, test for diabetic retinopathy annually.</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Men and women 40+ unless there is increased risk</td>
<td>Every 3 years.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For people with diabetes, annual HbA1c test, LDL cholesterol test, kidney test, and an eye exam are recommended.</td>
</tr>
<tr>
<td>Breast cancer screening</td>
<td>Women 40+</td>
<td>Every 1–2 years.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Under 50 (self-exam), Over 49 (mammogram).</td>
</tr>
<tr>
<td>Pap tests and pelvic exams</td>
<td>Women 18+</td>
<td>At least once every 3 years.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Men and women 18+</td>
<td>Every 5 years, or annually if your loved one has above normal levels.</td>
</tr>
<tr>
<td>Prostate exam</td>
<td>Men 50+</td>
<td>Tests include digital rectal exam and prostate-specific antigen test. Talk to your doctor about which tests and schedule are best.</td>
</tr>
<tr>
<td>Flu shot</td>
<td>Men, women and children 6 months+</td>
<td>Once a year.</td>
</tr>
<tr>
<td>Pneumonia shot</td>
<td>Men and women 65+</td>
<td>Once in a lifetime.</td>
</tr>
</tbody>
</table>
SECTION 4

SUPPORT FOR YOU, THE CAREGIVER

Resources for your own well-being:

- Caring for yourself
- Day-to-day guidance
- Stress and depression
- Caregiver resources
CARING FOR YOURSELF
When you’re busy caring for someone else, it’s easy to brush aside your own health and personal needs. Doing so can compromise your mind, health and well-being, and put you at risk of developing health problems.

It’s not always easy, but making the time to care for yourself is so important. Keeping up on doctor’s appointments, social events, health and hobbies may help create a positive impact on your life.

And the healthier you are, the better equipped you may be in meeting your own needs and the needs of your loved one.

WAYS TO FIND TIME FOR YOURSELF

- **Schedule time** in your daily to-do list
- **Create personal space** for yourself in your home where you can go to relax and do the things you enjoy
- **Ask family and friends for help** caring for your loved one and with daily chores
- **Look for ways** to streamline daily tasks (review this toolkit for ideas)
- **If possible, call in professional help**, including a cleaning service or professional care provider, or look into volunteer organizations that can help

HERE ARE SOME IMPORTANT THINGS TO FIND THE TIME TO DO

- **Get regular medical checkups** – set aside some time in your calendar for your own appointments
- **Exercise regularly** – try going for a walk, even if it’s only for 15 minutes a day (talk to your doctor before starting any exercise program)
- **Eat healthier** – cook at home more often so you can control what’s in your food
- **Make time for the things you enjoy** – if you love to read, put aside some time each day to do so
- **Get plenty of sleep** – if you can’t get enough sleep at night, try taking a short nap during the day

WHEN YOU TAKE THE TIME TO CARE FOR YOURSELF, IT MAY HELP YOU

- **Stay healthier**
- **Maintain a more positive outlook**
- **Feel better** about yourself
- **Have more energy** and feel more relaxed
- **Maintain better relationships** with friends and family
CARING FOR YOURSELF

Remember, always talk to your doctor before beginning a new exercise program or making any changes to your diet.

SIMPLE EXERCISE TIPS

- Get outside and walk
- Take the stairs instead of the elevator or escalator
- Walk or ride a bike instead of driving
- Dance – try turning on some music while you clean
- Utilize your home and household items – many common items can be used to exercise, from chairs to cans of food

SIMPLE WAYS TO EAT HEALTHY

- Control your portion size – try using smaller-size dishes
- Eat slower – it’ll give your body time to digest and you’ll feel fuller faster
- Eat a well-balanced diet filled with nutrient-rich foods like whole grains, spinach, berries and nuts
- Drink plenty of water – it will keep you feeling fuller throughout the day
- Don’t skip meals – it can lead to out-of-control hunger and overeating

WANT WELLNESS TIPS?

Visit Humana.com/learning-center/health-and-wellbeing/healthy-living to get wellness tips on everything from exercise and healthy eating to causes of chest pain and information on heart disease.

MAKE CARING FOR OTHERS A POSITIVE EXPERIENCE FOR YOU

- Expand your knowledge
- Get family and friends involved
- Realize that not everyone can help, and be OK with that
- Explore support groups – you’re not alone
- Lean on friends for emotional support – that’s what friends are for
- Team up with professional services for additional help

KEEPING A JOURNAL MAY HELP CHANGE YOUR LIFE

Boost your happiness by remembering what good happened in your day and the things that went right. Here’s an idea: keep a journal. Use it to write down what went well that day just before you go to bed. Be sure to make a note of why it went well and how it made you feel. You’ll be surprised at the result.
DAY-TO-DAY GUIDANCE

It can be difficult to manage your life and someone else’s at the same time. Finding ways to streamline daily tasks can make things more manageable. From financial resources to activity ideas and home safety modifications, here are some simple tips.

HOME SAFETY MODIFICATIONS

A safe home may help keep both you and your loved one healthier. Following these tips may save you from making extra trips to the doctor and the drugstore and help give you peace of mind.

EQUIPMENT AND SUPPLIES TO KEEP ON HAND

- Latex-free gloves
- Bandages
- Hand sanitizer
- Baby wipes
- Antibacterial ointment
- Aspirin
- Thermometer
- Cotton swabs
- Rubbing alcohol
- Extra sheets and blankets
- Peroxide

PROTECTION FOR YOU

- Wear gloves if you come in contact with bodily fluids
- Properly dispose of soiled linens and dressings by placing them in separate garbage or laundry bags
- Wash your hands frequently
- Designate and organize an area for supplies that is out of the reach of children
- Properly clean up blood and bodily fluids with one part chlorine bleach and 10 parts water

THINGS YOU CAN DO TO HELP PREVENT FALLS AT HOME

- Keep high-traffic areas clear of toys, wires, shoes and other objects
- Secure area rugs from slipping, bunching and sliding
- Make sure stairs have handrails and are well lit
- Install grab bars in the shower or a stool riser for the toilet if needed
- Keep commonly used items at eye level and within easy reach
FINANCIAL RESOURCES

Sometimes caregiving involves more than just watching over a person's health. If you are authorized under state law and/or have power of attorney for financial decisions for your loved one, here are some financial resources that may be helpful to you.

FINANCIAL RESPONSIBILITIES COMMONLY INVOLVE

• Bill paying
• Making cash deposits and withdrawals
• Insurance and benefits claims
• Savings and investment decisions
• Tax preparation

WHAT YOU SHOULD KNOW ABOUT YOUR LOVED ONE’S FINANCES

• Where your loved one keeps financial and legal records (e.g., will)
• Your loved one’s monthly expenses
• Your loved one’s income
• The kind of insurance he or she has
• Any financial planning he or she has done

WAYS TO HELP WITH A LOVED ONE’S FINANCES

• Be aware of any out-of-pocket expenses
• Encourage saving and careful spending
• Obtain access to bank and brokerage accounts, if necessary
• Consider automatic payment of recurring bills and direct deposit of pay and benefits checks
• Seek professional financial and legal advice
COMMUNICATION

Proper communication is important. Not only does it help ensure everyone gets the information he or she needs, but it may build stronger relationships as well. Talking to doctors, communicating with a loved one with memory loss or speaking to a child you’re caring for can be especially difficult. Following a few simple tips can make things just a little easier.

PRINCIPLES OF GOOD COMMUNICATION

• Be patient
• Acknowledge feelings
• Don’t interrupt
• Keep conversations simple
• Ask questions

COMMUNICATING WITH A CHILD

• Be friendly
• Don’t raise your voice
• Be clear and keep questions simple
• Confirm he or she heard and understood you
• Use his or her name when speaking

COMMUNICATING WITH SOMEONE WITH MEMORY LOSS

• Offer visual help – write things down or show pictures to jog the memory
• Be helpful – if he or she is having trouble placing a thought, make suggestions to help trigger the memory
• Demonstrate – show your loved one how to do something instead of telling him or her
• Provide reminders – remind your loved one about appointments or plans for the day
• Give your loved one time – patience is important when dealing with memory loss

COMMUNICATING WITH DOCTORS AND OTHER PROVIDERS

• Be prepared – do background research on your loved one’s condition before you make visits or calls
• Be organized – before you call or visit, organize all paperwork and medical records
• Ask questions – make a list so you don’t forget anything
• Be honest – don’t keep important information to yourself, even if it’s embarrassing
• Be persistent – call back if you get no reply
COMMUNICATION

TIPS FOR RESOLVING CAREGIVING CONFLICTS

• Write down key points you want to make
• Ask yourself “If someone said that to me, how would I feel?”
• Ask “Could you help me with this problem I’m having?” rather than pointing a finger
• Count to 10 before saying anything
• Get an outside opinion by talking to a third party

WAYS TO HELP YOUR LOVED ONES RELIEVE LONELINESS AND BOREDOM

• Help them reconnect with an old friend
• Seek out a support group
• Explore volunteer opportunities
• Reintroduce hobbies or activities they once enjoyed
• Explore new hobbies or activities they’re interested in

GETTING OUT AND ABOUT

Daily trips to the store and frequent visits to the doctor with your loved one can be time-consuming. Here are a few tips to help make things easier.

• Give yourself and your loved one enough time to get ready
• Break up tasks like getting dressed into small steps
• Get to know your loved one’s behavior and routines, so you’ll know how long it will take to get ready to leave the house
• Try different approaches and routines each day to see what works best
• If you’re traveling with a child, have an activity during the ride to keep him or her occupied

TRANSPORTATION RESOURCES

Internet: Search using Google or Yahoo! for names of various service organizations. Looking under “transportation” or “community services” may also list the names of those organizations that provide services to the elderly or disabled.

Other: Your local Area Agency on Aging, the Eldercare Locator at www.eldercare.gov, and other organizations may also be able to help you with transportation services.
ACTIVITIES TO DO WITH YOUR LOVED ONE

There are many activities you can enjoy with your loved one. Try to incorporate things that you both like to do into your daily routines, or turn an everyday chore into a fun game. Here are a few suggestions.

CHILDREN
- Read together
- Dance
- Sing favorite songs
- Do an arts and crafts project
- Go to the playground
- Visit a local zoo
- Have a picnic in the yard
- Cook together

TEENS
- Play a sport they like
- Put together a puzzle
- Take a bike ride
- Go to the movies
- Play board games
- Listen to music
- Take a short day trip
- Cook together

ADULTS
- Garden
- Go for a walk
- Visit a neighbor
- Look at family pictures
- Put out bird feeders
- Play cards
- Play board games
- Cook together
GROCERY, COOKING AND MEALTIME TIPS

Mealtime can often be stressful and time-consuming for many people. But there are ways you can streamline things like grocery shopping, cooking time and ways to make mealtime more enjoyable.

WAYS TO STREAMLINE YOUR TIME IN THE KITCHEN AND AT THE STORE

• Get organized – use labels, organize food onto different shelves, and keep often-used items and tools easily accessible

• Make meals ahead of time – cook with a slow cooker, cook in large batches or freeze meals to defrost later

• Keep “the basics” on hand – keep frozen vegetables, nonperishables and everyday ingredients for quick last-minute meals

• Prepare ingredients ahead of time – chop vegetables and cut meats on the weekend to save time during the week

• Consider shopping for groceries online if delivery is available in your area

WAYS TO MAKE MEALTIME BETTER FOR YOUR LOVED ONE

• Serve meals when your loved one is most likely to be free of pain and have the most energy

• Offer choices when possible

• Serve small, frequent meals including favorite foods

• If your loved one has trouble recognizing things, name each food and its temperature

• Serve drinks with a bendable straw to avoid spills
Taking care of a loved one can be stressful. Being able to recognize the causes and symptoms of stress can be important for your health and well-being. In this section, we’ll provide information and tips on how to help manage.
UNDERSTANDING THE CAUSES AND IMPACT OF STRESS

Stress affects everyone. Different situations can cause stress for different people, and everyone responds to stress in different ways. Here, we’ll share some of the most common symptoms of stress and ways to help manage. If you have any symptoms or questions, it’s always best to speak with your doctor.

SOME OF THE MOST COMMON CAUSES OF STRESS FOR CAREGIVERS
• Financial strain
• Lack of personal time
• Worrying about a loved one getting worse
• Managing pain and suffering
• Lack of sleep

PHYSICAL SYMPTOMS
• Dizziness
• Aches and pains
• Changes in weight
• Muscle tension and headaches
• Indigestion

EMOTIONAL SYMPTOMS
• Anger and irritability
• Anxiety
• Sadness and loss of interest in people or hobbies
• Exhaustion and fatigue
• Isolation and social withdrawal

BEHAVIORAL SYMPTOMS
• Eating more or less
• Sleeping too much or too little
• Isolating yourself
• Neglecting responsibilities
• Nervous or bad habits (e.g., nail biting or using alcohol)

WAYS TO DISPEL STRESS
• Take time away to relax and do the things you enjoy – even taking a walk every day during your lunch break can help
• Talk to friends and connect with co-workers – sharing your feelings with people you’re close to can help you feel better
• Eat healthy and exercise – being healthy gives you more energy and makes you feel good about yourself
• Get organized – prioritize and organize your schedule and your responsibilities and don’t overcommit
• Write out a list of questions you need answers to about your loved one’s condition
• Look on the bright side – keep a positive attitude, a sense of humor and remind yourself of all the great things in your life
• Find out if your employer offers stress-management assistance programs
DEPRESSION

Feeling sad about something from time to time, no matter how big or small, is not out of the ordinary. Usually, you can bounce back in a day or so. Even feelings of grief usually lessen over time. However, depression is different. Those sad feelings may last weeks, months, even years and emotions may begin to interfere with daily life. If you recognize any of the following, please talk to a medical professional.

SOME SIGNS OF DEPRESSION

• A change in eating habits resulting in dramatic weight gain or loss
• Feeling tired all the time
• A loss of interest in people or activities that once brought you pleasure
• Becoming easily agitated or angered
• Thoughts of death or suicide

WHAT TO DO IF YOU SEE SIGNS

• Do some online research and learn as much as you can about depression (e.g., www.nimh.nih.gov/health/topics/depression)
• Identify the causes of your depression (e.g., financial strain, weight gain, relationship problems)
• Make lifestyle changes
• Talk to a professional
• Be committed to your treatment regimen—it takes time

ADDITIONAL RESOURCES

For more information on stress and depression, visit:

• Humana.com/learning-center/health-and-wellbeing/mental-health
• www.adaa.org/understanding-anxiety/depression

If you feel you have severe depression that lifestyle changes can’t help remedy, you may need to seek professional help. Here are a few resources to help you find a professional in your area.

• Visit Humana.com and click on the “Find a Doctor” link.
• Psychiatrists: www.find-a-psychiatrist.com
• Psychologists: www.locator.apa.org
In this section, you’ll find out more about caregiver resources that can help.
SUPPORT FOR HUMANA MEMBERS

If the person you care for is a Humana member, you can help them access many health and wellness tools and resources.

HUMANAFIRST® NURSE ADVICE LINE 1-800-622-9529 (TTY: 711)
Humana.com/medicare-support/benefits/health-programs/humanafirst
Caregivers can call on a member’s behalf to be referred to many support services, including our nurse hotline, where you can get expert advice and guidance from a specially trained nurse—at no additional cost.

MYHUMANA
MyHumana.com
The MyHumana website gives members access to their information anytime. Members can check on claims, get details about benefits, estimate medical costs and more.
For members who are listed as the caregiver for another member, you can sign up for a MyHumana for Family and Friends caregiver account through MyHumana.com.
Register for a caregiver account to access:
• Member claims and coverage information online 24 hours a day, seven days a week
• Find a doctor for your loved one
• Helpful caregiver resources

HUMANA FIND A DOCTOR SERVICE
Visit Humana.com and click on the “Find a Doctor” link to help your loved one find a doctor.

PRESCRIPTION DRUG RESOURCES
Humana.com/pharmacy/medicare
If you’re caring for a Humana Medicare member, you may want to read about the programs available for members to help them manage medicines and get the most value from Rx benefits.

DRUG LIST AND PHARMACY LOCATOR
Visit Humana.com/pharmacy/medicare/tools.

WELL-BEING GUIDE
Visit Humana.com/wellbeing
SUPPORT FOR HUMANA MEMBERS

HUMANA AT HOME
If your loved one has a serious condition, such as heart disease or diabetes, and has trouble with daily activities, he or she may be selected for Humana At Home℠ care management services at no extra cost. If selected, your loved one will be called or visited by a care manager on a short-term or ongoing basis. We also offer online tools through Humana.com to help you keep track of your loved one’s care.

Some ways a care manager might help include:
• Answering questions about health conditions and medicine that come up between doctor visits
• Help sorting through medical bills and paperwork
• Support locating transportation, meals, social services and other helpful resources

To learn more, visit Humana.com/AtHome.

ADVANCE CARE PLANNING
Helping your loved one with healthcare choices can be very challenging. Those choices can sometimes change both the quality and the length of your loved one’s life.

Talking about these choices in advance helps you respect the values and wishes of your loved one. This is called advance care planning. We offer an online tool called MyDirectives, where you can create, update and share a universal digital advance directive.

How to access MyDirectives:
1. Go to HumanaPointsOfCare.com.
2. Click on “Sign in or Register” on the green tab on the right.
3. Enter your username and password for MyHumana.
4. Click on the green “Sign in” button.
5. After signing in, follow the MyDirectives link on the right-hand side of the screen.

If you’re not registered yet in MyHumana, click on “Register as a new user.”

If the person you care for is utilizing the Humana At Home care management services mentioned above, they can ask their care manager questions about advance care planning in a way that’s comfortable for them.

CAREGIVER RESOURCES
Humana.com/Caregivers
For even more information, caregivers can visit this helpful link to find tips, tools and other resources on many topics about caring for a loved one as well as caring for yourself.
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You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).


Multi-Language Interpreter Services

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