

A Summer Hello From The Coventry Service Program!

Hello! We hope that this e-newsletter finds you and your families and friends doing well. We've been thinking a lot this summer about the idea of being prepared; being prepared for the day, for travel, for the weather, for a hospital stay, for a change in health, for the future. It is a big concept that is often thought of in terms of emergency preparedness, but we are thinking about being prepared more broadly and have narrowed it down here in this e-newsletter edition to some of the topics we discuss regularly with policyholders.

Why is being prepared important?

Given that you have a long-term care insurance policy, we suspect that you could be someone who plans ahead. You may already recognize the value of preparation in some way. Surprise parties can be fun, being ill prepared for a life challenge is less so. We also know that being prepared can help to reduce fear and anxiety about a situation and can help us feel more confident about what may come our way; ["it can also contribute to resiliency"](#) after the challenging situation has passed. If you live in a part of the country where natural disasters, like hurricanes or flooding, are more common then you may already be comfortable planning for an emergency of that nature. We will share some of these essential resources, and share information about being prepared for other parts of life as well.



Resources to support preparedness:

We begin with a few obvious preparedness resources. When it comes to weather related preparation [Ready.gov](#) offers guidance aimed to help create a disaster plan, and the [Red Cross](#) offers information about creating a survival kit. If 2020 has taught us anything it's that you just never know...both of these resources are worth a glance! If you do happen to live in a part of the country at risk for hurricanes, tornadoes, earthquakes or floods then you may be interested in looking at the information offered by the [National Safety Council](#). Along those lines, [Next Avenue](#) offers information about how you might support a loved one as *they* prepare for severe weather and emergencies.

We recognize that many people want to stay in their own homes and communities as they age. We regularly talk with our policyholders about [aging well](#) and being prepared to [age in place](#). This article offers [10 recommendations on age proofing your home](#). If this is of interest to you, give us a call! We can chat in more detail about resources that you may find helpful. We also talk with folks about end of life preparedness and advance care planning, and this [article](#) includes a concise list of steps you can take to be prepared. [Advance Care Planning](#) is simply the act of making decisions *now* about the kind of care you would want to receive if you were facing a medical decision in the *future*. Completing an [advance directive](#) is a good place to start. Let us know if you would like more information about what this means or what the process looks like, we can talk on the phone or pop some information in the mail to you.



If you have a visit with your doctor planned, it is a good idea to prepare ahead of time so you can maximize your time with your provider. Check out [this article](#) from the National Institute of Health about steps you can take. We hope that you will not need this next resource, but you may be interested in [this information from Prevention magazine](#) about preparing for a potential second wave of coronavirus. Lastly, we offer a link to this personal essay about [gratitude and preparedness](#).

A few thoughts from us:

Each of our Wellness Specialists has extensive practice in different settings. Jacki's work has been focused in medical social work, often supporting individuals as they returned home after a hospital stay. She has prepared the following information to share with you about the importance of preparing your medication list prior to a planned hospital stay or surgery:

According to the Institute of Medicine's [Preventing Medication Errors](#) report, the average hospitalized patient is subject to at least one medication error per day. Of these errors, about 20% are believed to result in harm. Upon hospital discharge, 30% of patients have at least one medication discrepancy. **This can be avoided!**

When planning a hospital admission, creating or updating a medication list an important part of preparation. An updated, accurate list will assist the hospital in the process of "medication reconciliation" which is the process of comparing your medications reported on admission with those ordered at every at every transition and at discharge.



Your medication list should include all prescription medications, herbals, vitamins, nutritional supplements and over-the-counter medications. Since emergencies occur, it is best to have this list current all the time. Why not carry a copy with you? AARP offers an easy-to-read two-page form ([My Personal Medication Record](#)) that can be downloaded and printed for your use. Your Wellness Specialist at [Coventry Service Program](#) also has a form (File of Life) which we would be happy to send to you. Just let us know that you'd like one and we can send one your way! This form comes with a magnetic envelope so it can be attached to your refrigerator and is always be readily available. If you're not sure who your Wellness Specialist is, email our general mailbox at serviceprogram@coventrycarelink.com and your Wellness Specialist will respond to you. Or, give us a call at 1-855-865-4114 and we can get you connected.

Other tips for you and your family, a friend, or other support person include:

- *Ask about any changes or new medications throughout your hospitalization
- *Insist on going over all your medications ("medication reconciliation") and take time to ask questions at discharge
- *Provide an updated medication list to all your medical providers after you are discharged
- *Bring your most current medication list (or your medications) to every outpatient medical visit
- *Ask your providers how your hospital stay might look different due to COVID-19, prepare your materials accordingly

How can Coventry Service Program help?

We talk with many people about being prepared for a variety of situations; we'd like to talk with you about ways you can prepare for life transitions. Please reach out if we can be supportive or provide information about any of the topics discussed here, or any others that come to mind. Although we try to live by the [Boy Scout motto](#) and "be prepared" for what comes our way, we recognize that we simply cannot be ready for every single thing. Therefore, we share this [article](#), which discusses ways you can cope during times of uncertainty. We can help during those times as well; give us a call so we can help you make a plan. We are here!

To share with you:

We mentioned above that being prepared can lead to a sort of resiliency after the situation or disaster has passed. Our conversations with many of you have led us to believe that you embody a natural resiliency and boldness in how you're working through this pandemic.

We have heard that you're trying new things:

- *Planting gardens
- *Preserving your social lives by planning and attending outdoor picnics

- *Safely exercising with neighbors, often outside
- *Ordering groceries online for the first time
- *Taking the plunge into video conferencing to connect with medical providers, to attend online trainings, to exercise, to attend church services, 12 step program meetings, and of course to connect with family!

As a group, we are right there with you! Each of us has found ourselves trying new and different ways to stay in touch with those around us. We have tried outdoor exercise classes, happy hours by video, driveway picnics, grocery delivery, raising chickens....and boy are we baking and cooking!



We hope that you will **share your story with us. What new activities have you tried as we adjust to this “new normal?”** Call or email your wellness specialist, or send us an email at serviceprogram@coventrycarelink.com. We hope that you’ve had a safe and wonderful summer, and we look forward to connecting with you again in the fall.

Erin, Linda, Diane, Jacki, Jane, & Mary

Resources for you:

We have found the following resources to be helpful in the development of this newsletter. Please click on the underlined link to access the webpage.

[John Hopkins Medicine](#), [Ready.gov @ Department of Homeland Security](#), [Red Cross](#), [National Safety Council](#), [Next Avenue](#), [Harvard Health Publishing](#), [National Institute on Aging](#), [Washington Post](#), [Greater Good](#), [National Hospice and Palliative Care Organization](#), [Prevention](#), [Medium](#), [NCBI](#), [AARP](#)

Stay Connected in 2020!

Let us help you prepare for whatever life brings.

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You are encouraged to make use of these staff ideas to enhance your lifestyle; however, no content presented here should ever be used as a substitute for direct medical advice from your doctor or other qualified clinician. 09.2020