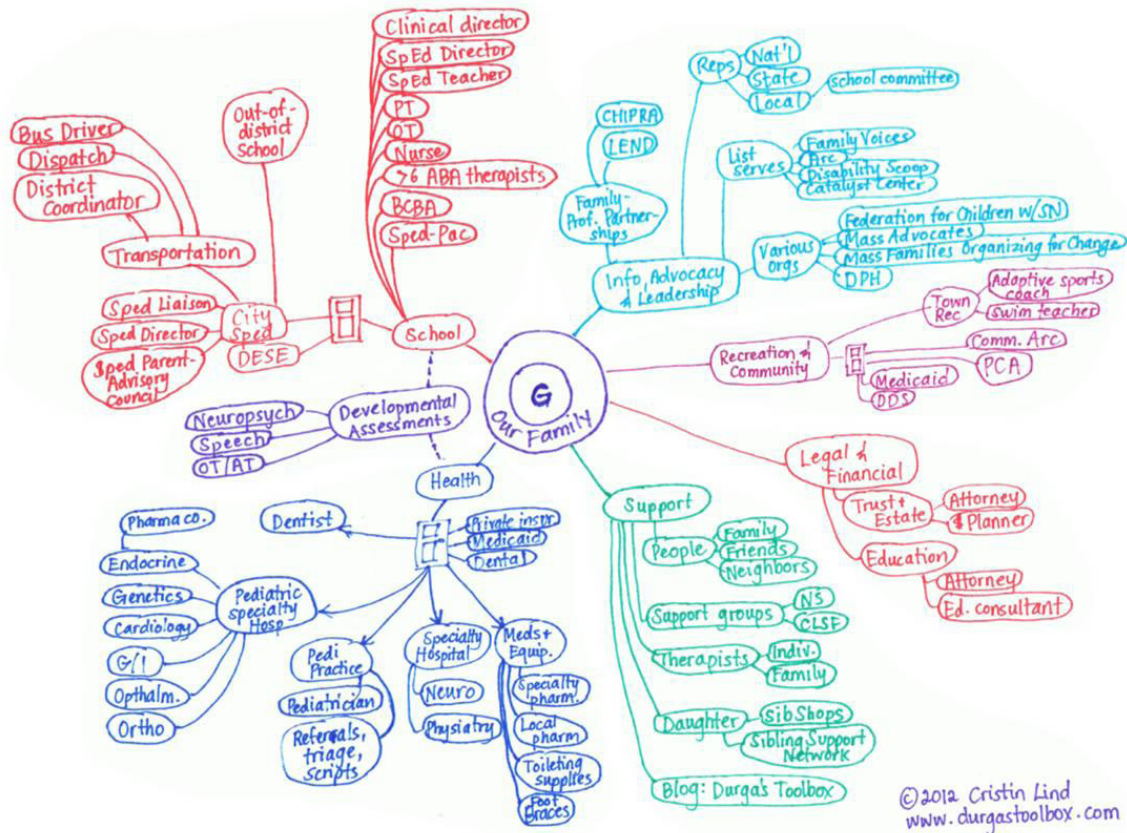


Appendix D: Creating Care Maps and Contact Lists



Draw Your Own Care Map and Make Your Own Contact List

To get ideas for who to include in your care map, take a look at the table below. When you're ready, use the blank page after the table to draw your own care map. If you get stuck, you can always look back at the table or at the care map example shown above.

For health care needs such as	You may want to add names of
Primary care	<ul style="list-style-type: none"> • Primary care providers • Medical assistants • Nurses • Physician assistants • Social workers • Care coordinators • Secretaries, Administrative assistants, Receptionists
Dental care	Dentists
Behavioral health care	<ul style="list-style-type: none"> • Psychiatrists • Psychologists • Neuropsychologists • Social workers • Peer supports • Counselors
Specialists	<p>Any specialist who sees your child regularly, such as:</p> <ul style="list-style-type: none"> • Cardiologists (heart doctors) • Developmental specialists • Physical, occupational and speech therapists
Hospitals	<ul style="list-style-type: none"> • Hospitals your child uses regularly • Hospital departments your child visits regularly (like hematology, endocrine, genetics, cardiology) • Social workers • Other staff that regularly work with your child

Medical equipment providers	Providers you use for medical equipment, like wheelchairs, and respiratory equipment, such as a nebulizer.
Prescription drugs	Pharmacies you use for your child, including mail order services
Home health providers	All health providers that give care to your child in your home, school, or other non-medical settings, like at your child's daycare provider <ul style="list-style-type: none"> • Nurses • Therapists • Home health aides • Personal care attendants
Translation services	People who help you when you do not speak the same language as the person helping the child.

For people at school such as	You may want to add names of
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School staff	<ul style="list-style-type: none"> • Principals • Teachers • Other school staff that help you regularly
Special education staff	<ul style="list-style-type: none"> • Special education directors • Special education teachers • Classroom aides
School health providers	<ul style="list-style-type: none"> • School nurses • School doctors • Physical, occupational and speech therapists • Respiratory therapists • Nutritionists

School behavioral health providers	<ul style="list-style-type: none"> • School psychologists • School adjustment counselors
Transportation providers	<ul style="list-style-type: none"> • Bus service • Volunteer driver
<p>For information, advocacy, and leadership support such as</p> <p style="text-align: right;">You may want to add names of</p>	
Family and professional partnerships	<ul style="list-style-type: none"> • Patient and Parent Advocacy League • Youth MOVE Massachusetts
Organizations	<ul style="list-style-type: none"> • Massachusetts Family Voices • Parent Teacher organizations
<p>For community needs such as</p> <p style="text-align: right;">You may want to add names of</p>	
Recreation	<p>Anyone in the community that sees your child regularly, like:</p> <ul style="list-style-type: none"> • Coaches • Camp counselors • Boys and Girls Club staff • YMCA and YWCA staff
Community-based providers	<p>Non-medical providers in the community that work with your child, like Early Intervention.</p>

Other supports in your community

- Neighbors
- Places of worship
- Babysitters
- Work-related supports, like career counselors, people you work with, and supervisors
- First responders, fire and police personnel

For legal and financial needs such as

You may want to add names of

Insurance

Insurance companies you use for your child, like:

- Medicaid
- Private health insurance
- Dental insurance
- Vision insurance

Legal and financial help

Anyone that helps your family with financial or legal issues, like:

- Health insurance case managers
- Financial assistance workers
- Lawyers
- State care managers
- Housing support
- Legislators
- Federal, state, and local agencies (like WIC and Food Stamps)

For support you get from	You may want to add names of
People close to you	Anyone you or your child turns to for support, like: <ul style="list-style-type: none"> • Parents and guardians • Brothers and sisters • Extended family members • Peers • Friends • Special education surrogate parents • Peer mentors • Family partners, family support specialists • Caregivers
Community groups	Any group that connects you to other families, like: <ul style="list-style-type: none"> • Federation for Children with Special Health Care Needs • PPAL
Therapists	Any therapist that regularly works with your child and family
Social media and blogs	Any online connections that support you

Draw your care map in the space below:

Create Contact List Using Your Care Map

Because care maps show all the people you may need to communicate with, they give you a great start for building a contact list. Here's what a partly filled in contact list looks like:

Name	Role	Address	Phone	Fax	Email
Dr. Snow	PCP	123 Main St. Jamaica Plain, MA 02130	555-555-5555	444-444-4444	Snow@doctor.com
Ellen Jones	Care	123 Main St. Jamaica Plain, MA 02130	555-555-5111	444-444-4111	Jones@doctor.com
Dr. Frost	Dentist	123 Center St. Boston, MA 02201	333-333-3333	222-222-2222	frost@dentist.com

Create your own contact list. In the table below, fill in contact information for everyone on your care map.

Name	Role	Address	Phone	Fax	Email