



Hospital Discharge Questions for Families of Children with Special Health Care Needs

This document was adapted from Family Voices of California to help families of children with special health care needs get the information they need to take care of their child when they come home from the hospital. The questions were designed by families of children with special needs. If you need help, give us a call at Family Voices of North Dakota, 1-888-522-9654

Use these questions as a guide or a prompt for helping you get information you might need. One person may not be able to answer all of these questions but they can help you find people that have the information. You might want to look at each question and ask yourself, "Do I have this information, and is it clear to me?" If you don't have the information yet, ask for it. If someone has given you the information but you do not understand it or it is unclear, ask to have someone go over it again until it is clear to you.

MEDICAL CARE

1. Will you go over my child's condition with me, and help me understand the medical terms?
2. What should I expect when my child comes home?
3. What symptoms or behaviors should I be concerned with?
4. What symptoms or behaviors are okay?
5. Which doctor is in charge of my child's care?
6. Is this the doctor I call if I have a question?
If not, who do I call?
7. How do I reach my doctors after hours and is it okay to call after hours?
8. Will someone answer my call 24/7?
9. Will the doctor answering have information about my child or access to my child's records?
10. Will the doctor answering know who the other doctors are who are involved in my child's care?
11. Will the doctor answering understand or have experience with my child's condition?
12. If I have questions when I get home about caring for my child, is there someone who can come to my house and help me?

13. Will my child need medical appointments or follow up care?
14. Do you know of any pediatricians that have experience caring for children with special health care needs?
15. Who will help me find a pediatrician?

MEDICATIONS

1. Will my child need special medications when we leave the hospital?
2. Will I have prescriptions for all the medications my child needs by the time I leave the hospital?
3. Will I need to get the prescriptions for all the medications filled right away?
4. Do I need to go to a specialized pharmacy to get the medications?
 - If so, will you give me a list of specialized pharmacies close to my home?
 - Will this pharmacy take my insurance?
5. Will you help me make a list of all the medications and tell me:
 - How often my child needs to take each medication?
 - How much to take of each medication?
 - What the side effects of each medication might be?
 - Are there any special conditions for taking the medications (before or after eating etc.)?
 - What impact each medication should have on my child?
 - Who do I call if I have concerns about the medications?

EQUIPMENT/SUPPLIES

1. Will my child need special equipment when we get home?
2. Who will deliver the equipment?
3. When will the equipment be delivered?
4. Will that company take my insurance? If not are there other companies to choose from?
5. Who will train me about how to use the equipment and care for it?
6. Who do I call if I have questions about the equipment?
7. If the equipment requires electricity, what do I do if the power goes out?
8. What supplies will my child need when we get home?

9. How do I get more supplies when they run out?

10. Who do I call for more?

11. Does this company take my insurance?

INSURANCE

1. My child required care and services in the hospital that we had not planned for. Will my insurance cover all these services?

2. Are there other resources or programs that can help me pay these bills?

3. Will my insurance cover the care my child needs when I leave the hospital?

4. What equipment/supplies will my insurance cover when my child leaves the hospital?

5. If my insurance doesn't cover everything are there programs that can help?

6. Do I need to send in any information or fill out forms to ensure there are no problems with my insurance paying these bills? (Hospital and home care)

RESPITE AND TRANSPORTATION (if needed)

1. Will you help me find respite care?

2. Will you help me find transportation to get home?

3. Will they help me get to follow-up doctor appointments?

REFERRALS

1. Are there agencies that will help me find family support and resources for my child when we leave the hospital?

If your family is in the military and would like assistance, call: 1-866-609-3218 or go to www.taskmil.org for information

