

My Health. My Wellness.

Teaching Guide:

Instructional Materials

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Lesson 1

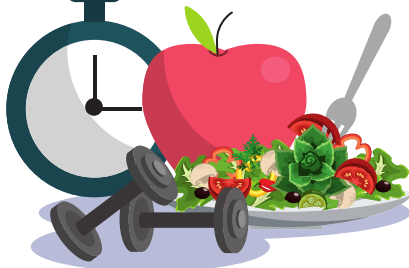
Instructional Materials

Care Plans



A tool that you can use to organize information about your health and wellness.

Wellness



The choices you make each day that help you to have a healthy mind and body.

Health



When both your **body** and **mind** feel good and you have people around you to support you.



My Health. My Wellness.

KWL Chart

Lesson Topic: _____

What I Know

What I Want to Know

What I Learned



Getting sleep.



Spending time with my friends.



My body and mind feel good.



Talking to my doctor.



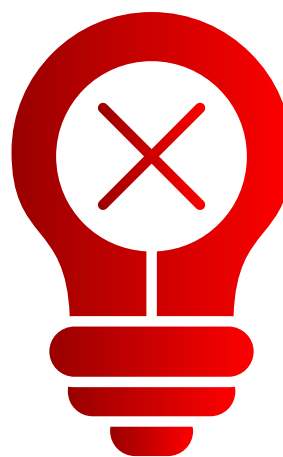
Choosing to exercise.



Eating fruits and vegetables.



Everyone makes them sometimes.



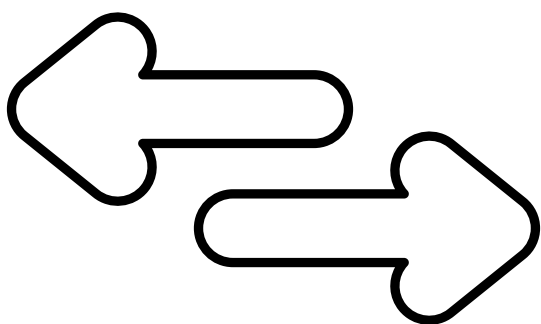
Making those choices is not a good idea.



They make my body and mind feel good.



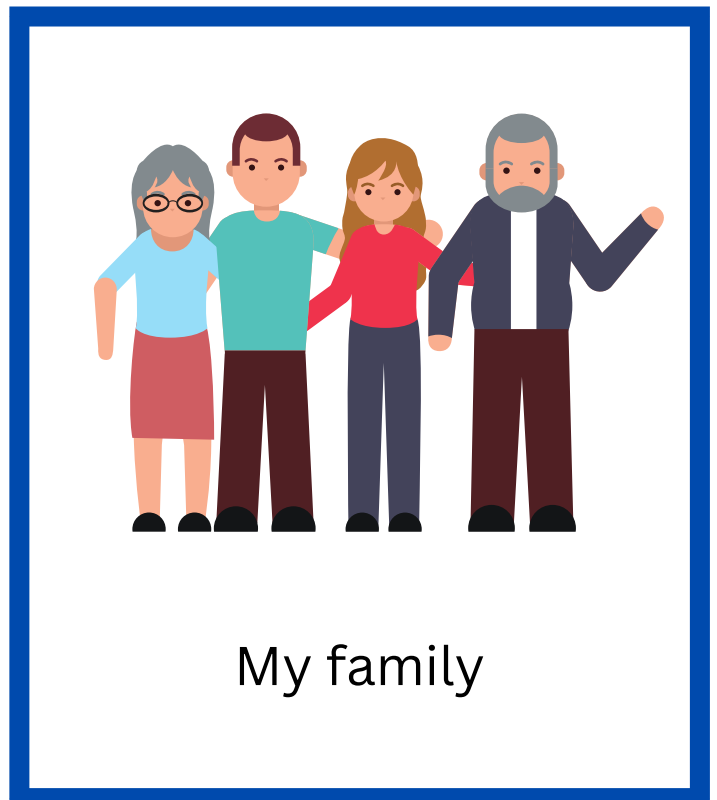
They do not make my body and mind feel good.



They are the opposite of healthy decisions.




Making those choices is a good idea.







Talking about my body with my doctor.



Going to the beach.



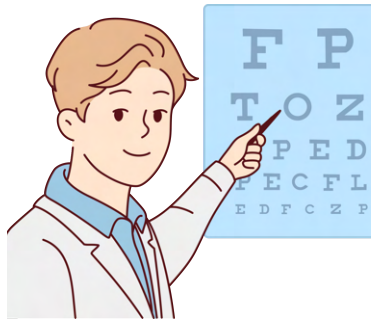
Making a doctor's appointment.




How to play video games.



Healthy and unhealthy choices.




What happens at different types of doctor's appointments.



Getting to the doctor's office.



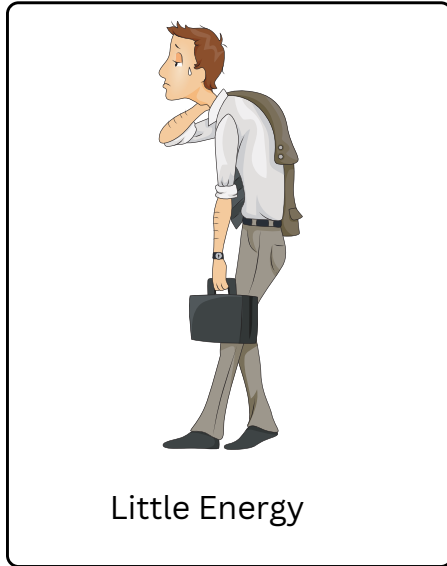
Talking about my feelings with my doctor.



Making a reservation at a restaurant.

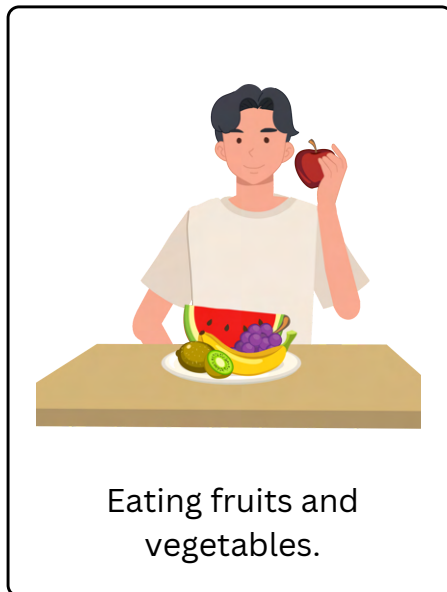
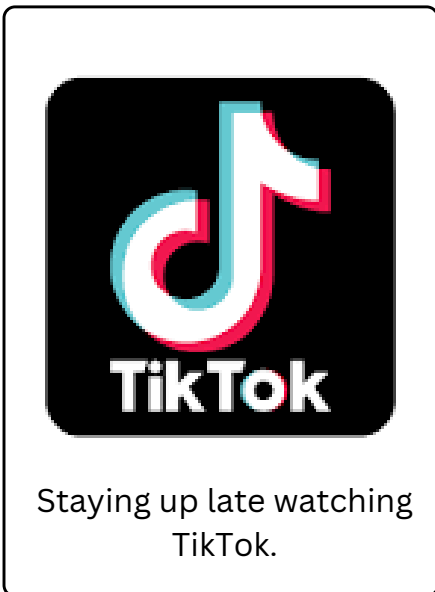
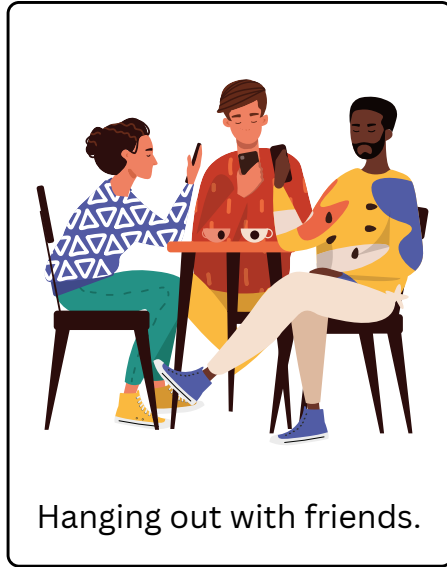
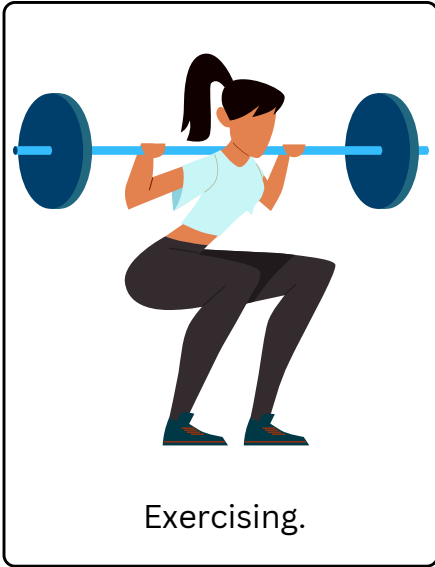
Body and Mind Feel
Good.

Body and Mind Do
Not Feel Good.

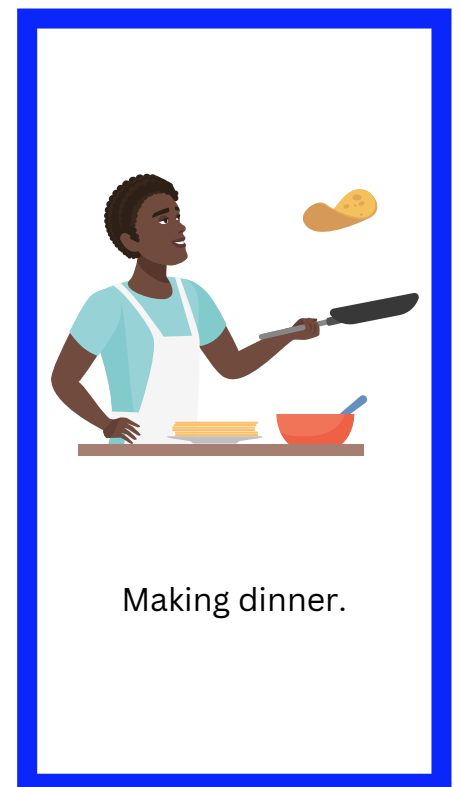
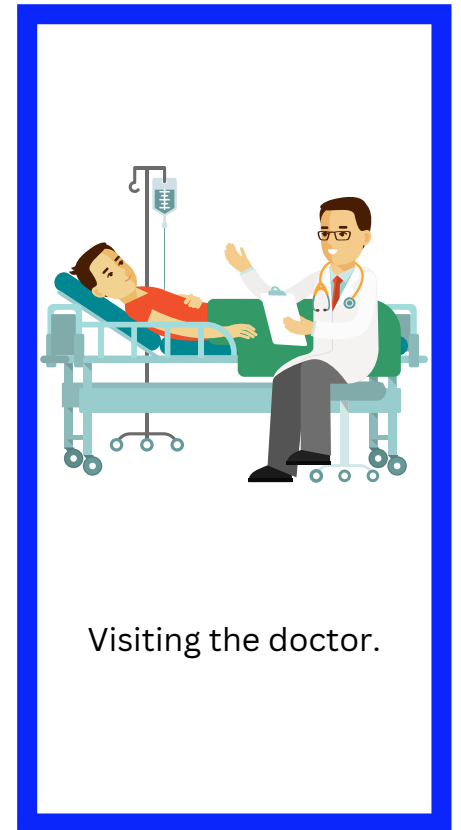
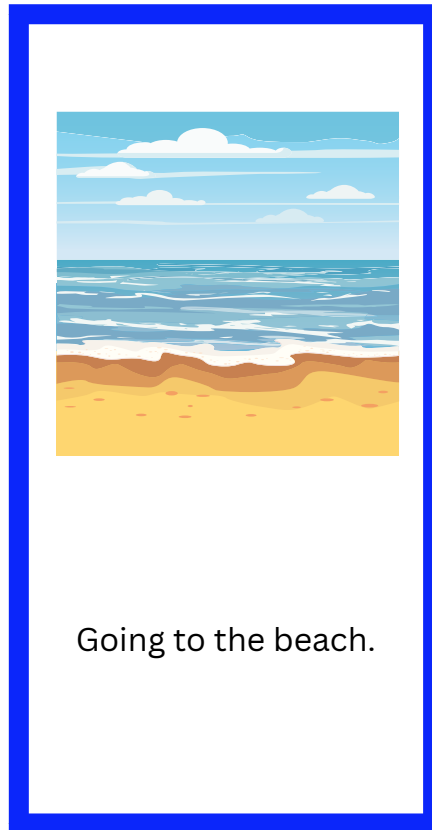


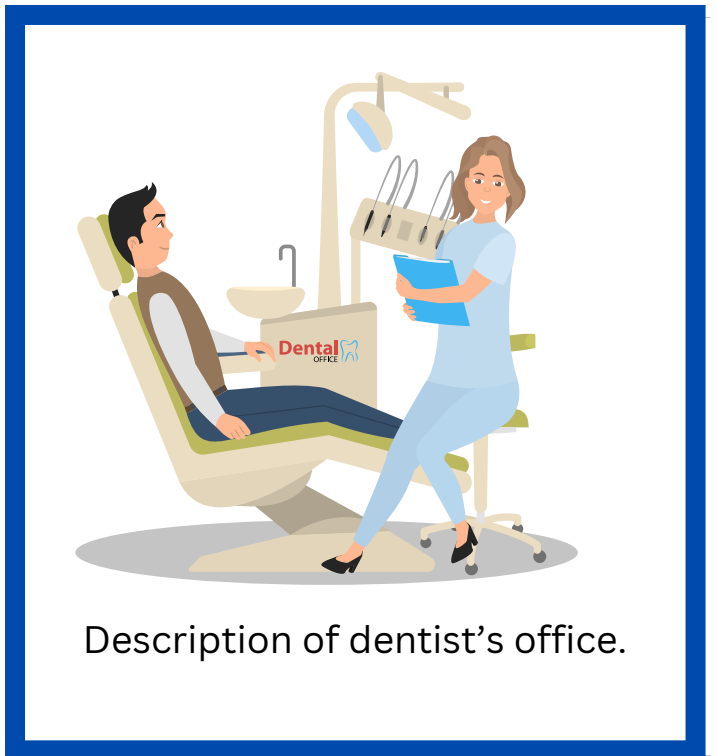
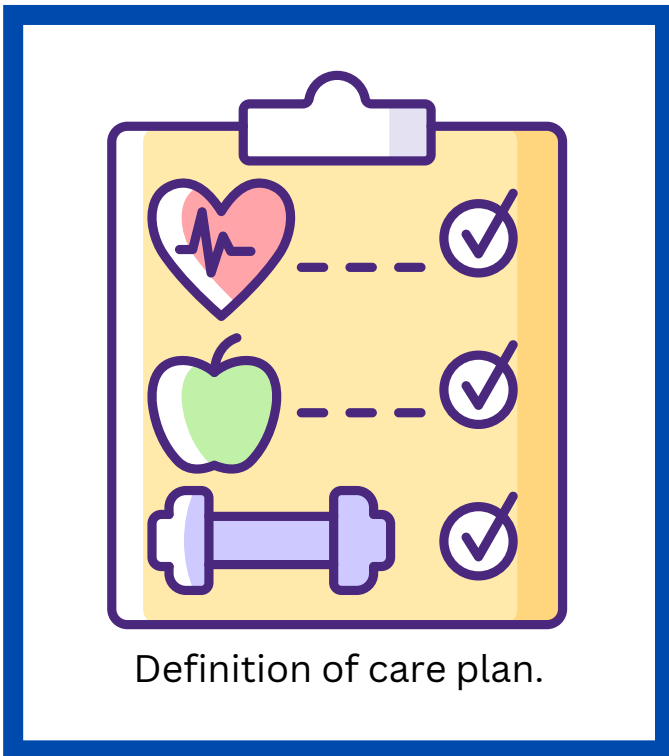
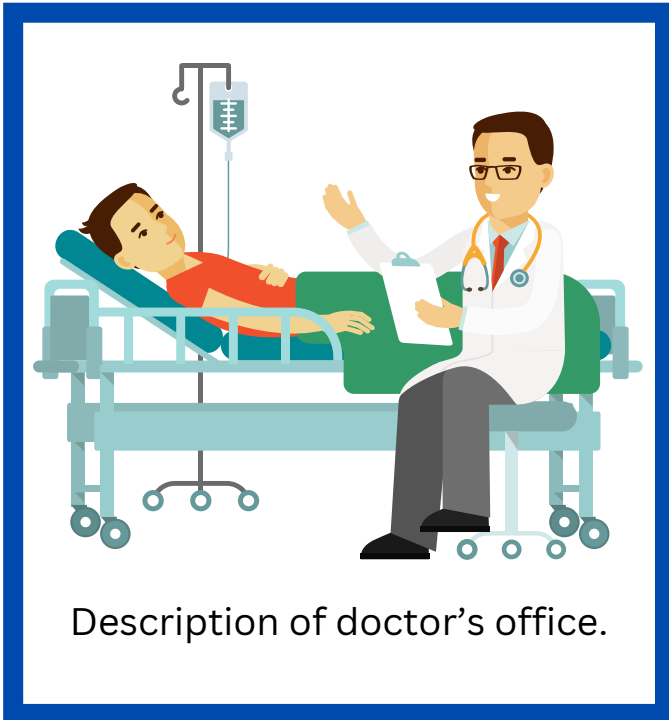
Healthy Choices

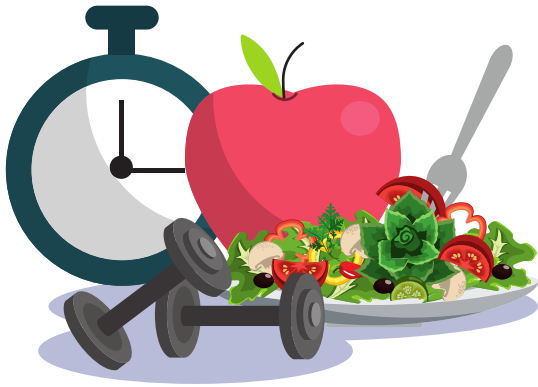
Unhealthy Choices



*Distribute a copy of the **My Health Care Plan** to each participant. They will use this plan during subsequent lessons.*







Definition of wellness.

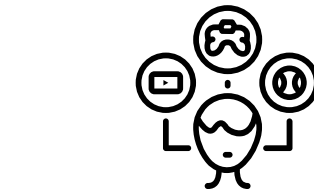
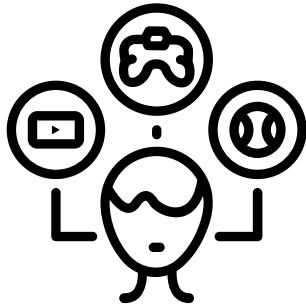
Blank space for notes.

Blank space for notes.

Lesson 2

Instructional Materials

Knowing Yourself



Knowing yourself means being able to understand the things that make you “you”.

Strengths



A strength means something that comes easy for you, something that you are good at, or something that you are proud of.

Support Person



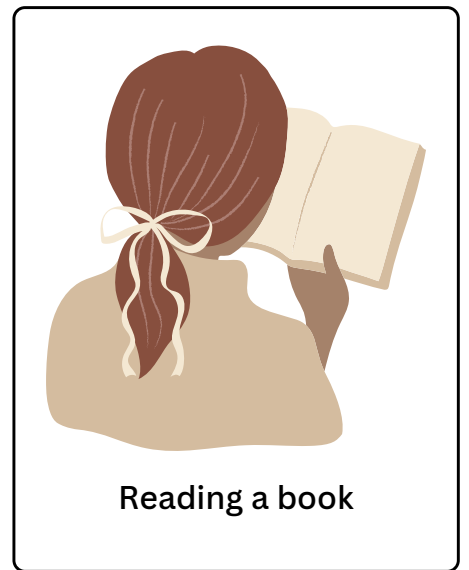
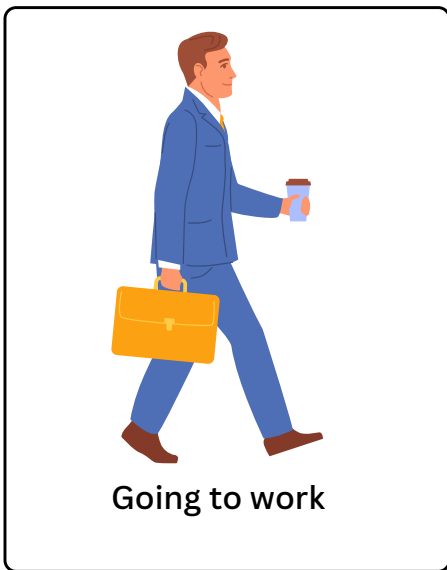
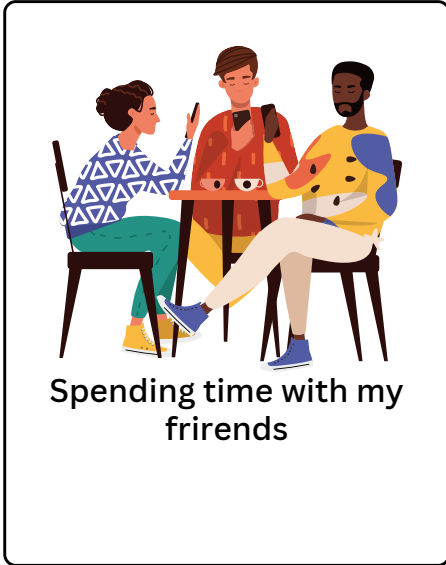
A person who you choose to help you make life decisions and stay healthy.

I am great at...

I need help with...

My favorite thing is...

I don't like...





Making a doctor's appointment



Making a reservation at a restaurant



Using my phone



Grocery shopping

For each of the below activities, reference participants' My Health Care Plans, which were started in Lesson 1:

- *Activity 2.2 My Health Care Plan Personal Profile*
 - *Activity 2.2a: Personal Profile (page 7)*
 - *Activity 2.2b: Personal Strengths Choice Board*
 - *Activity 2.2c: My Support Person (page 1)*
 - *Activity 2.2d: About Me (page 1)*



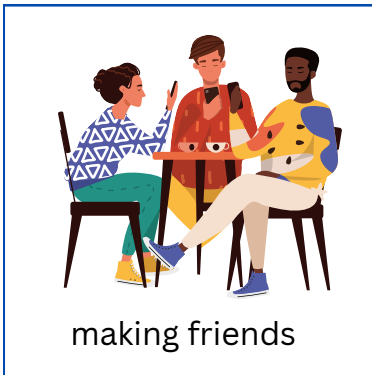
cooking meals



eating or drinking



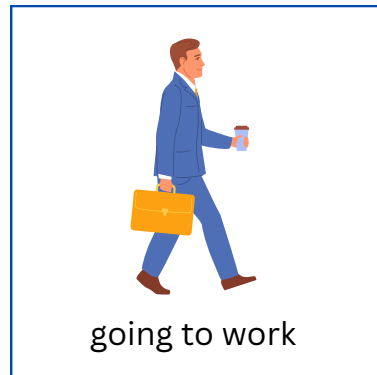
personal care



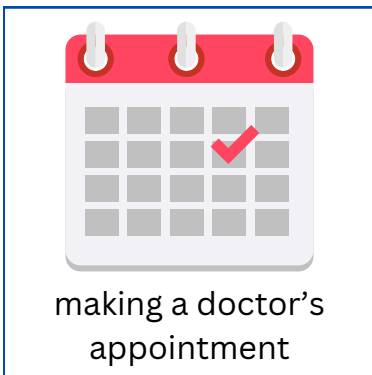
making friends



talking with my doctor



going to work



making a doctor's appointment



making a reservation at a restaurant



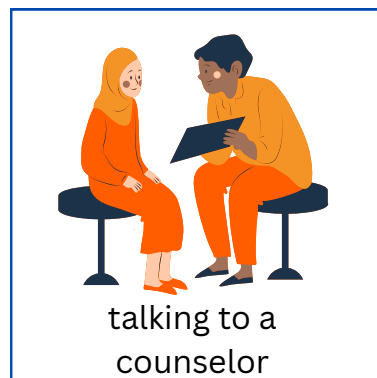
using my phone



grocery shopping



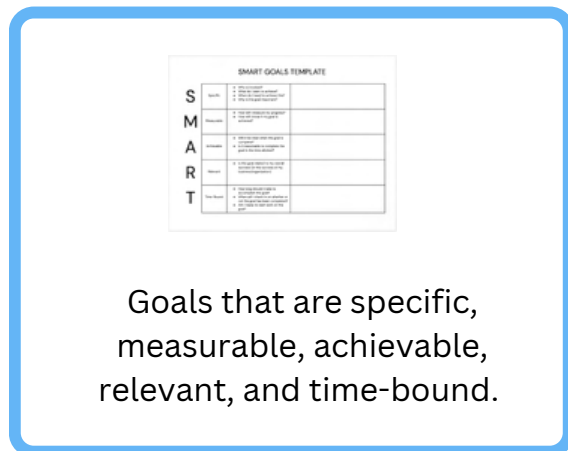
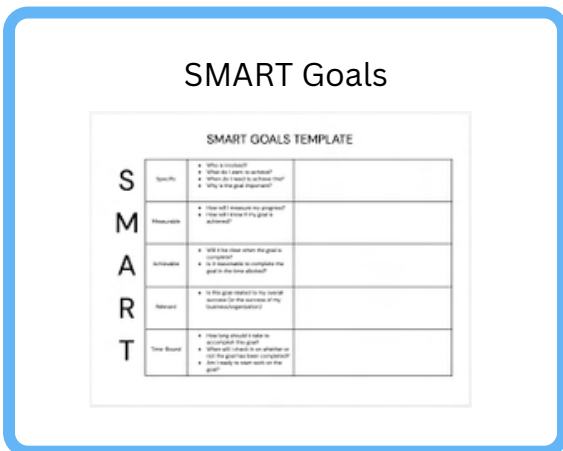
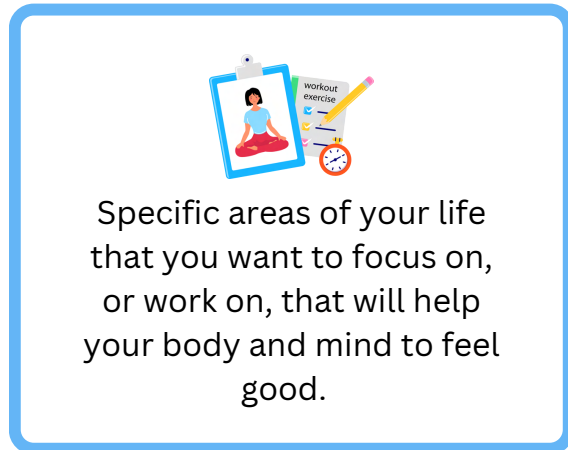
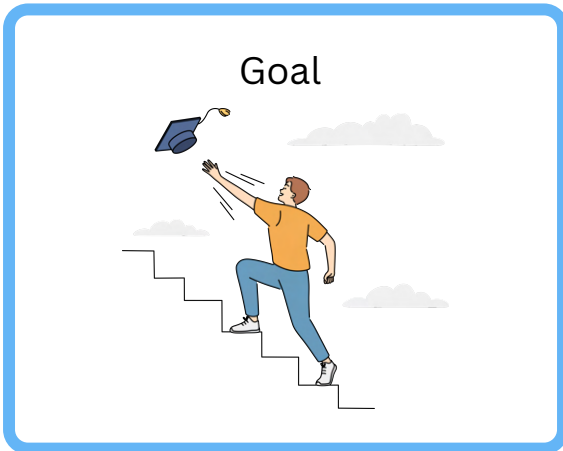
using the computer



talking to a counselor

Lesson 3

Instructional Materials

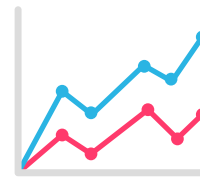


Specific



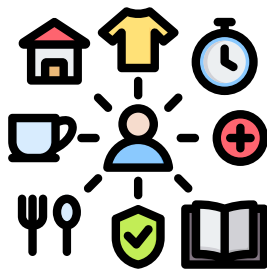
Your goal lists the exact part of your health that you want to focus on. Ask yourself: “What part of my health do I want to focus on?”

Measurable



You have a way to keep track of your goal. Ask yourself: “How do I plan to keep track of my progress?”

Achievable



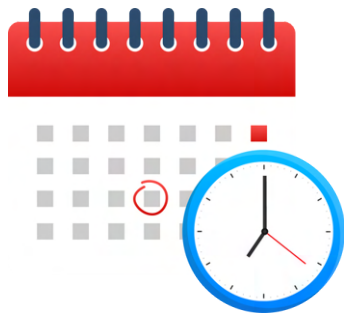
Your goal is something that you are able to work on. Ask yourself: “Why do I want to work towards this goal?”

Relevant



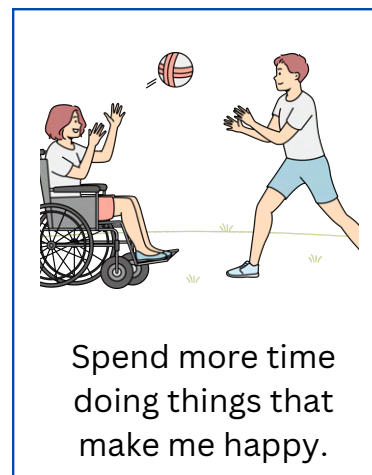
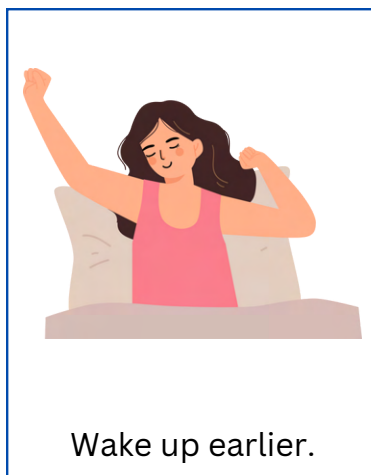
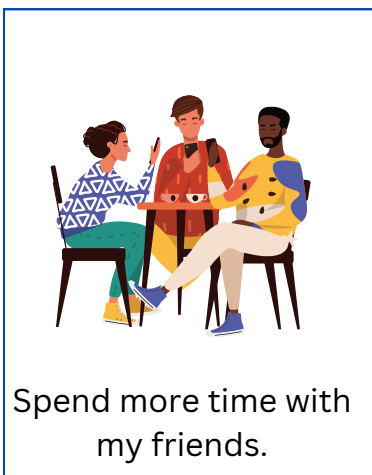
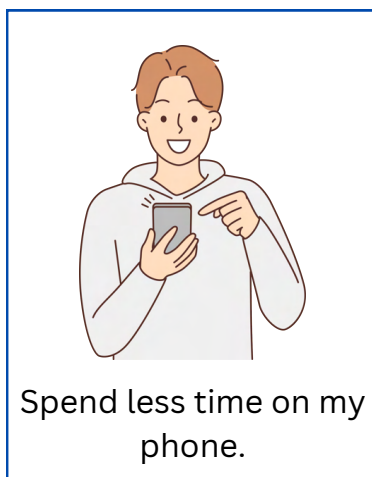
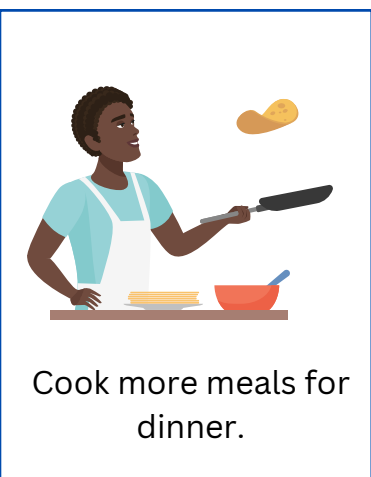
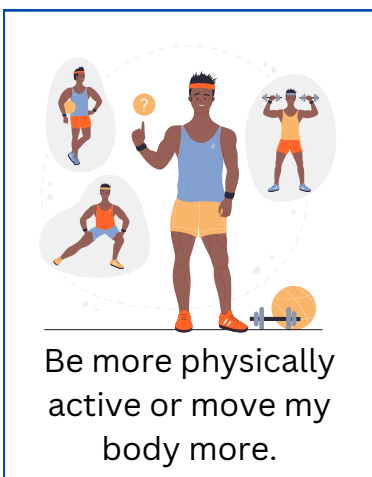
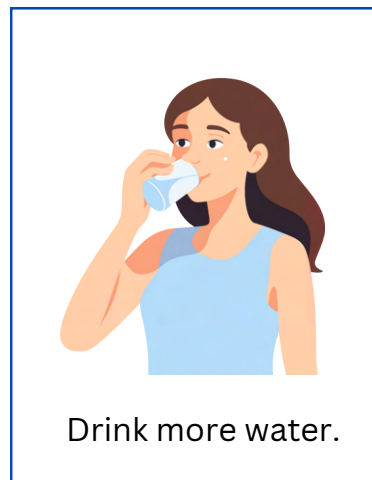
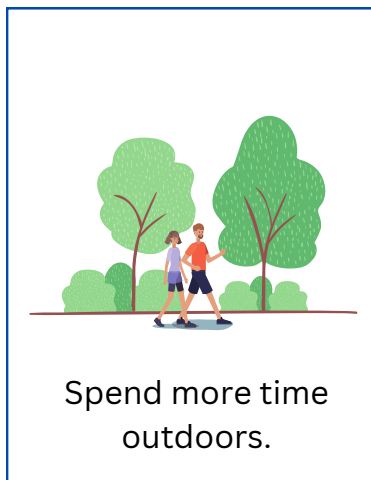
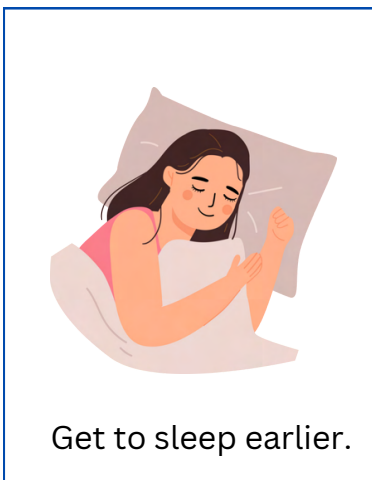
Your goal is something that is important to you and your health. Ask yourself: “Why do I want to work towards this goal?”

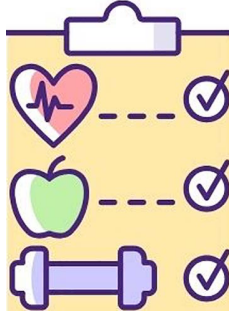
Time-Bound



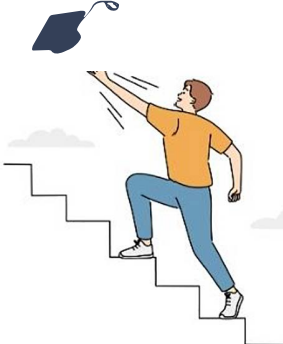
You plan a time for when you want to reach your goal. Ask yourself: “How long will it take me to achieve my goal?”

Activity 3.1a: Health-related goals choice board






Help you stay focused on your health.



Help motivate you when life gets busy or hard.




Help you when you go to the beach.



Help you when making a reservation at a restaurant.



Help your body and mind feel good.



Help you talk with your doctor.

My Health Goals

Why do we set health goals?

1. Setting goals is an important part of your **health and wellness**.
2. Goals help you to stay **focused** on your health.
3. Goals help **remind you** to focus on your health, even when life gets busy or hard.

What is a SMART Goal?

A SMART goal stands for *Specific, Measurable, Achievable, Relevant, and Time-bound*. These are each important considerations when choosing a goal that is important to you and your health.

The questions below help you to plan out a SMART goal. Take a few moments to think about each of the questions. Once you have answered all of the questions, put your answers together to reveal your SMART health goal!

A **specific** area of my health that I want to focus on is: _____

I will **measure**, or keep track of my goal by _____

My goal is **achievable**. If I need help or support reaching my goals, I can go to

_____ for support.

This goal is **relevant** and important to me because _____

My goal is **time-bound**. I will work on this goal for _____ days/weeks/months.

My Health Goals

Setting a Health Goal

Fill in the goal template below with your answers to the above questions:

My goal is to [write out your health goal]. I will keep track of my progress by [examples: writing in my journal/daily log]. If I need help or support reaching my goals, I can go to [select a support person] for help. This goal is important to me because [importance of goal], so I will plan to work on this goal for [days/weeks/months].

Bring this goal sheet with you to your next appointment to share your health goals with your doctor. Discuss the healthiest steps you can take to reach your goal.

My Health Goals

Tips for Setting a Health Goal

1. Make a plan.

Write ideas for *how* to reach your goals.

2. Set goals that are important to you.

Use the lines below to write why these goals are important to you:

Lesson 4

Instructional Materials

Lesson 4 Image/Word Definition Cards

Health Care Rights



Legal rules that help make sure that everyone has equal access to health care.

Accommodation

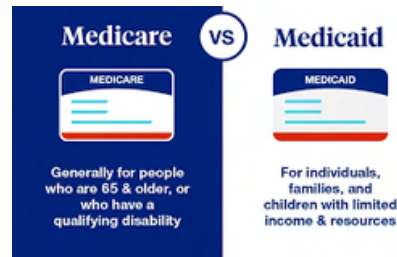


A change that can be made to help make sure you are getting health care that is right for you.

What are important health care rights?



Everyone has the right to see a doctor.

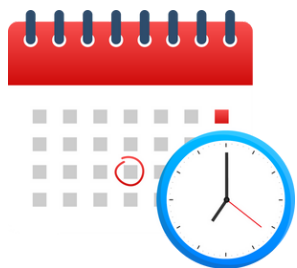


Everyone has the right to equal health care.

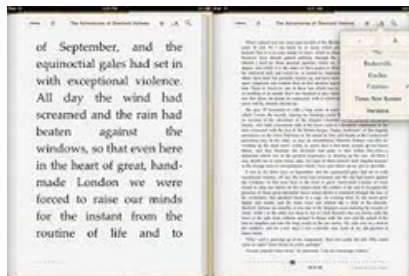


Everyone has the right to ask for an accommodation.

Activity 4.2a : Accommodations choice board



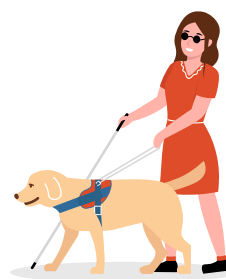
More time during your appointment.



Asking for your doctor to share information in a large font.



Asking for a quiet space to wait before your appointment.



Having a service animal in the doctor's office with you during your visit.



Asking your doctor to dogsit while you go on vacation.



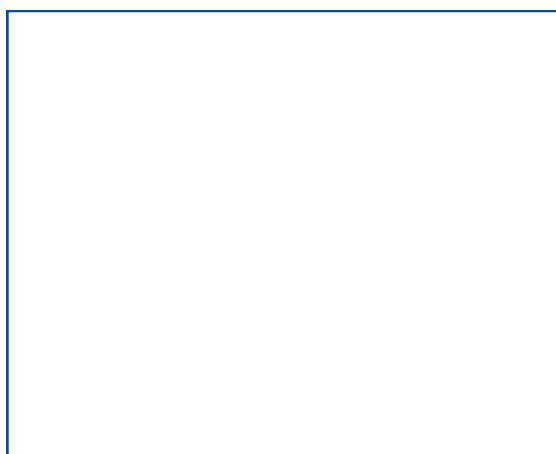
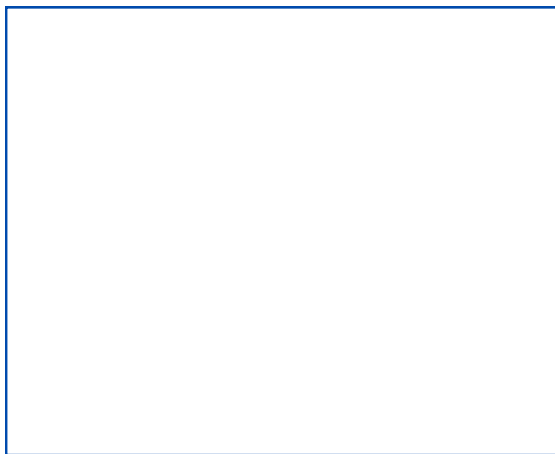
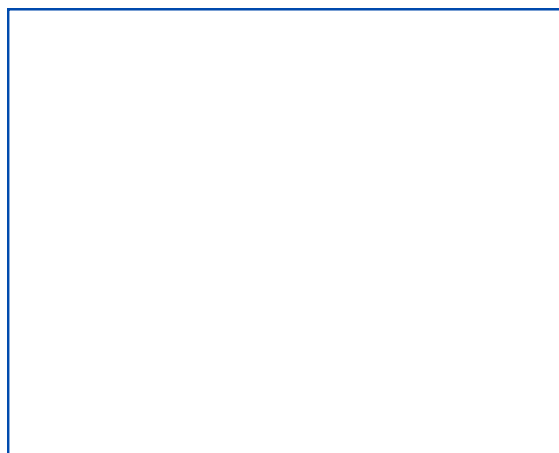
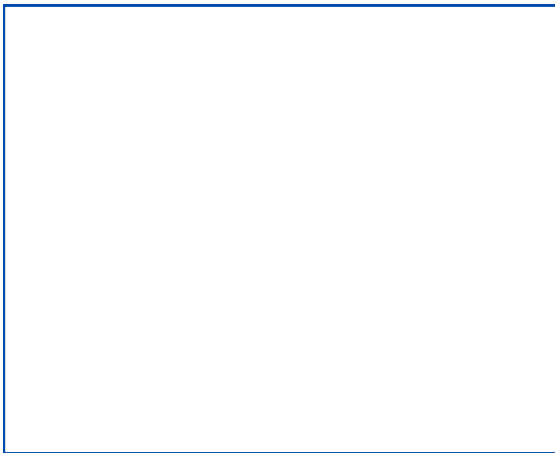
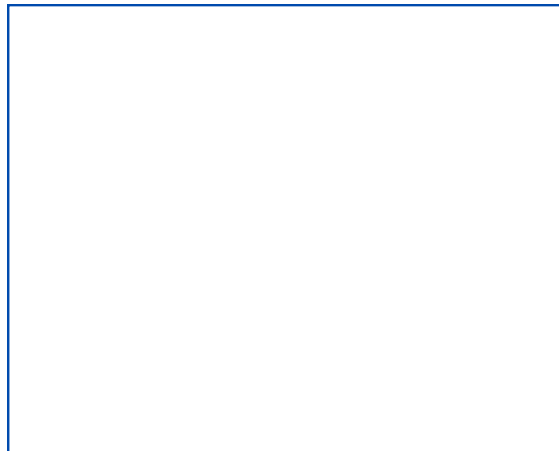
Having your health information translated into a different language.

Activity 4.2a : Accommodations choice board

Examples of Plain Language

INSTEAD OF	TRY SAYING
× Hypertension	× High Blood pressure
× Modify	× Change
× Respiratory	× Breathing
× Oral	× By mouth
× Ambulate	× Walk
× Optimal	× Best way
× Negative	× "Good" or "bad" result
× Diet	× What you eat

Using plain language when sharing health information.



Activity 4.2b: Pages 6 & 7 of *My Health Care Plan*

Reference participants' My Health Care Plans, which were started in Lesson 1.

A Letter to My Healthcare Team

To my healthcare team,

This letter contains important information to consider when caring for me.

Attached to this letter is *My Health Care Plan*. This care plan serves as a communication tool for me to share important personal and health information with members of my healthcare team.

The **My Health Care Plan** includes comprehensive written information to let my providers know how to best serve my health care needs. My Health Care Plan outlines both my medical and personal profile, including information such as my disabilities and diagnoses, medications, communication methods, and accommodation needs. **Please review this care plan carefully.**

List of considerations when caring for me:

Please keep a copy of *My Care Plans* in my patient file.

If I bring a support person with me to my appointment, please remember to talk directly with me.

Please share information with me in a way that fits my communication needs best. My communication needs are listed on page 1 of *My Health Care Plan*

Note: It is helpful for me to receive information in these formats: (e.g., large print, braille, digital, print).

Please allow time for me to ask my questions and to take notes on any information that is shared.

To learn more about me, please refer to my *Personal Profile* on pages 6 – 8 of *My Health Care Plan*.

Thank you,

Activity 4.3: A letter to my healthcare team

Please see below for a list of **accommodations** that help me best during my visit:

1. _____
2. _____
3. _____
4. _____
5. _____

Please see below for a list of **health care goals** that I would like to talk about:

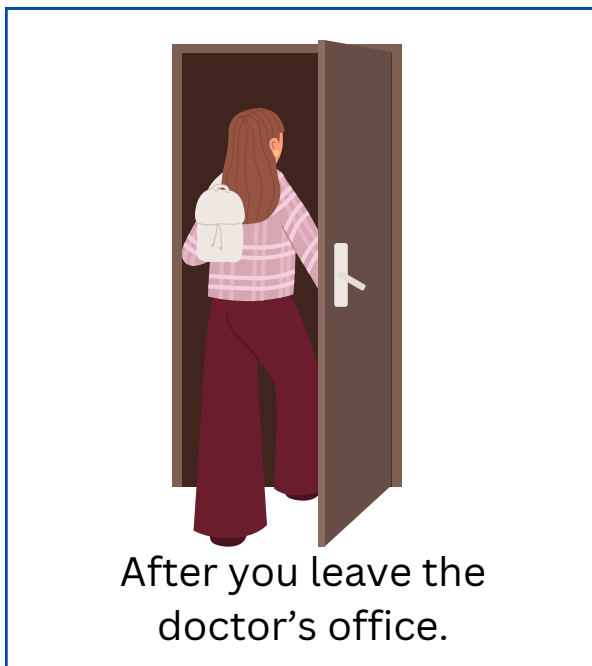
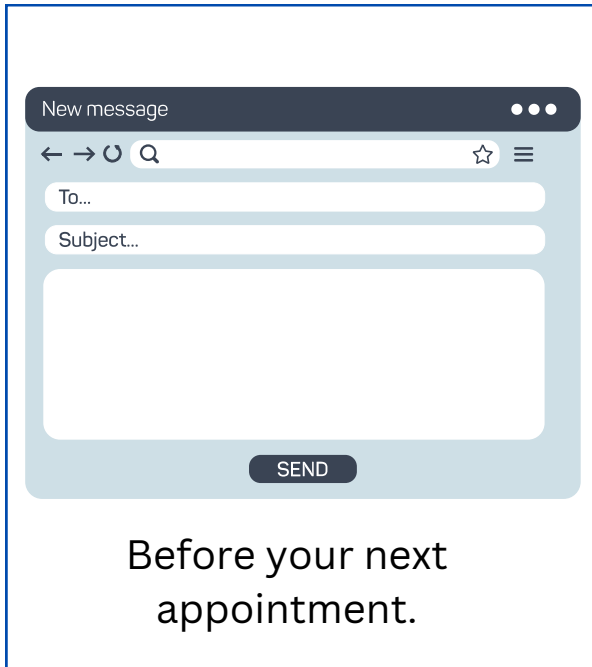
1. _____
2. _____
3. _____
4. _____
5. _____

Please see below for a list of **questions** that I would like to ask during my visit:

1. _____
2. _____
3. _____
4. _____
5. _____

Bring this letter with you to your next appointment to share information about you with your doctor. If it is helpful, use the lines provided to take notes before or after your appointment.

Activity 4.3a: A good time to share the letter choice board



Lesson 5

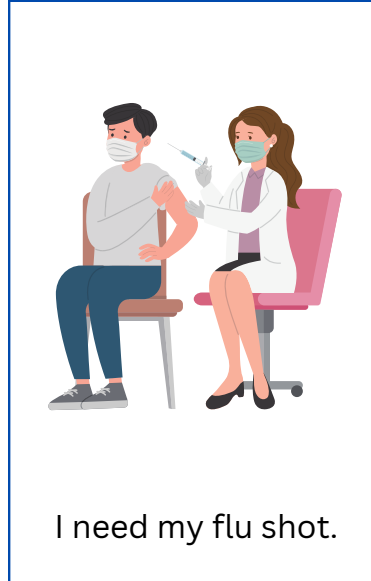
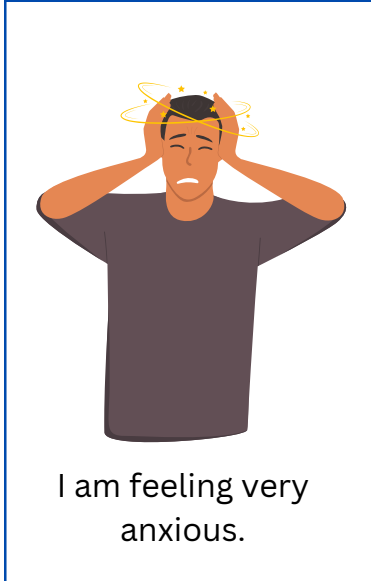
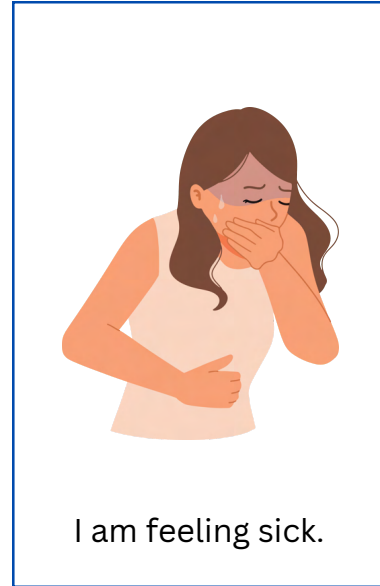
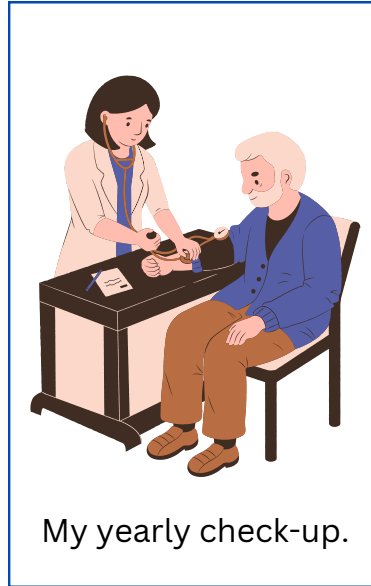
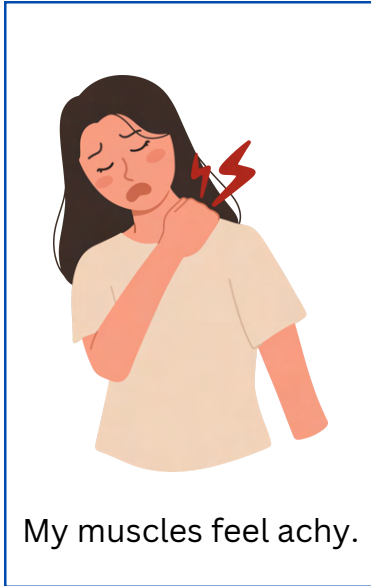
Instructional Materials

Health Confidence



You know about your health and wellness *and* you have the skills that you need to take care of your health.

Activity 5.1a: Reasons to make a doctor's appointment choice board



Steps for Making a Doctor's Appointment

1

Think about the reason you are making the appointment.



2

Find the name and number for your doctor's office.
If needed, you can search online.



3

Before you call, make sure to have important papers with you. Like your insurance card, *My Health Care Plan*, and calendar.



4

Call your doctor's office to make an appointment.
When you call, someone at the front desk will answer the phone.



5

The doctor's office will ask for some of your personal information like your name, birthday, insurance, and your reason for seeing the doctor.



6

When you are on the phone, they will ask you to pick a day and time for your visit. Check your calendar to see when you are available to see a doctor.



7

Ask the doctor's office if there are any papers or information that you need to bring with you for your visit.



8

If you have any accommodation requests for your doctor, make sure to talk about them while you are making your appointment.



9

Before you hang up the phone, make sure to repeat the day and time of your appointment.



10

Write down the date/time of your doctor's appointment and make sure to share this information with your support person.



1



Think about the reason you are making the appointment.

2



Find the name and number for your doctor's office. If needed, you can search online.

3



My Health Care Plan

About Me

Attach my photo

Name _____
Birthday _____
Health Insurance _____
Blood Type _____

My Support Person

Name _____
Phone _____
Email _____

My Conditions

Any disabilities or other health conditions: _____

Any special care instructions: _____

I Communicate By: (Check all that apply)

Talking Writing or typing
 Using sign language Using a device
 Pointing to words Pointing to pictures
 Using gestures/body

Other ways I communicate: _____

I understand these languages: _____

Inside Pages:

Medical Profile

My Equipment / Devices.....3
Allergies.....3
Immunizations.....3
Pharmacies.....3
Medications.....4
Physicians / Providers.....5
Surgical History.....5

Personal Profile

Advance Care Directive.....6
Person(s) to consult about my Health.....6
I need help with.....6
How I express myself.....6
My strengths.....7
My challenges.....7
Person(s) to consult about my Pet or service animal.....7
Home groceries/meal prep.....7

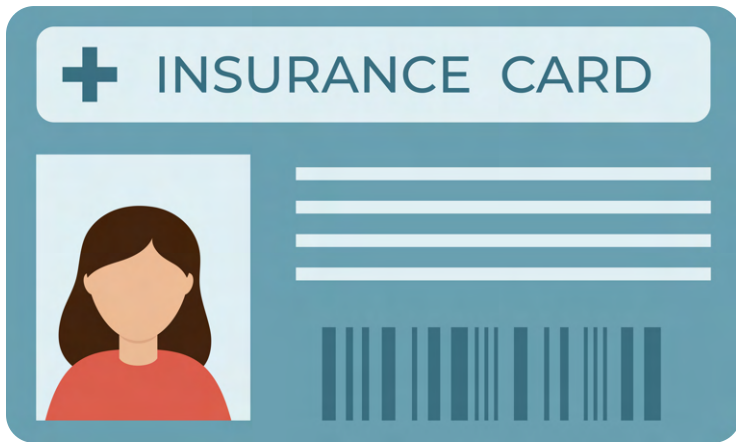
University of Pittsburgh Center for Disability Studies • My Health Care Plan

Before you call, make sure to have important papers with you. Like your insurance card, My Health Care Plan, and calendar.

4



Call your doctor's office to make an appointment. When you call, someone at the front desk will answer the phone.



My Health Care Plan

Attach my photo

About Me

Name _____

Birthday _____

Health Insurance _____

Blood Type _____

My Support Person

Name _____

Phone _____

Email _____

Any disabilities or other health conditions: _____

Any special care instructions: _____

Inside Pages:

Medical Profile

My Equipment / Devices.....3

Allergies.....3

Immunizations.....3

Pharmacies.....3

Medications.....4

Physicians / Providers.....5

Surgical History.....5

Personal Profile

Advance Care Directive.....6

Person(s) to consult about my Health.....6

I need help with.....6

How I express myself.....6

My strengths.....7

My challenges.....7

Person(s) to consult about my Pet or service animal.....7

Home groceries/meal prep.....7

My Conditions

continued on back

I Communicate By: (Check all that apply)

talking Writing or typing

Using sign language Using a device

Pointing to words Pointing to pictures

Using gestures/body

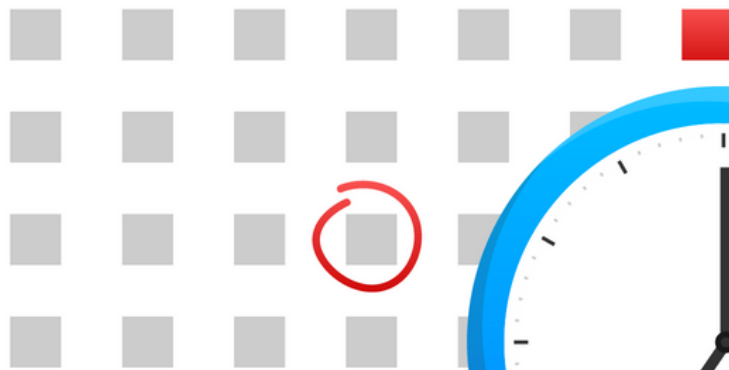
Other ways I communicate: _____

I understand these languages _____

University of Pittsburgh Center for Disability Studies - My Health Care Plan 1

The doctor’s office will ask for some of your personal information like your name, birthday, insurance, and your reason for seeing the doctor.

6



When you are on the phone, they will ask you to pick a day and time for your visit. Check your calendar to see when you are available to see a doctor.

7



My Health Care Plan

About Me

Attach my photo Name _____
Birthday _____
Health Insurance _____
Blood Type _____

My Support Person

Name _____
Phone _____
Email _____

My Conditions

Any disabilities or other health conditions: _____
Any special care instructions: _____
continued on back

I Communicate By: (Check all that apply)

Talking Writing or typing
 Using sign language Using a device
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Other ways I communicate: _____
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Personal Profile

Advance Care Directive.....6
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My strengths.....7
My challenges.....7
Person(s) to consult about my Pet or service animal.....7
Home groceries/meal prep.....7

University of Nebraska Center for Disability Studies - My Health Care Plan

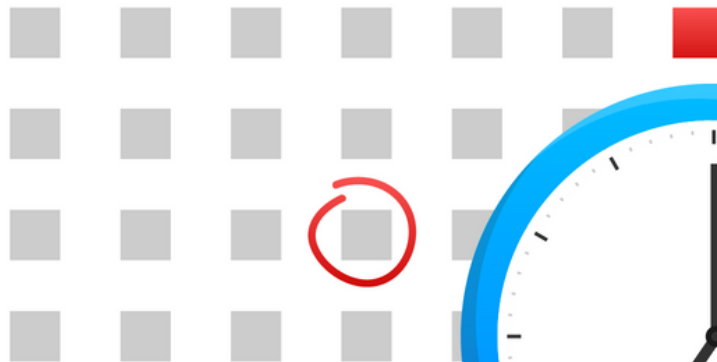
Ask the doctor’s office if there are any papers or information that you need to bring with you for your visit.

8



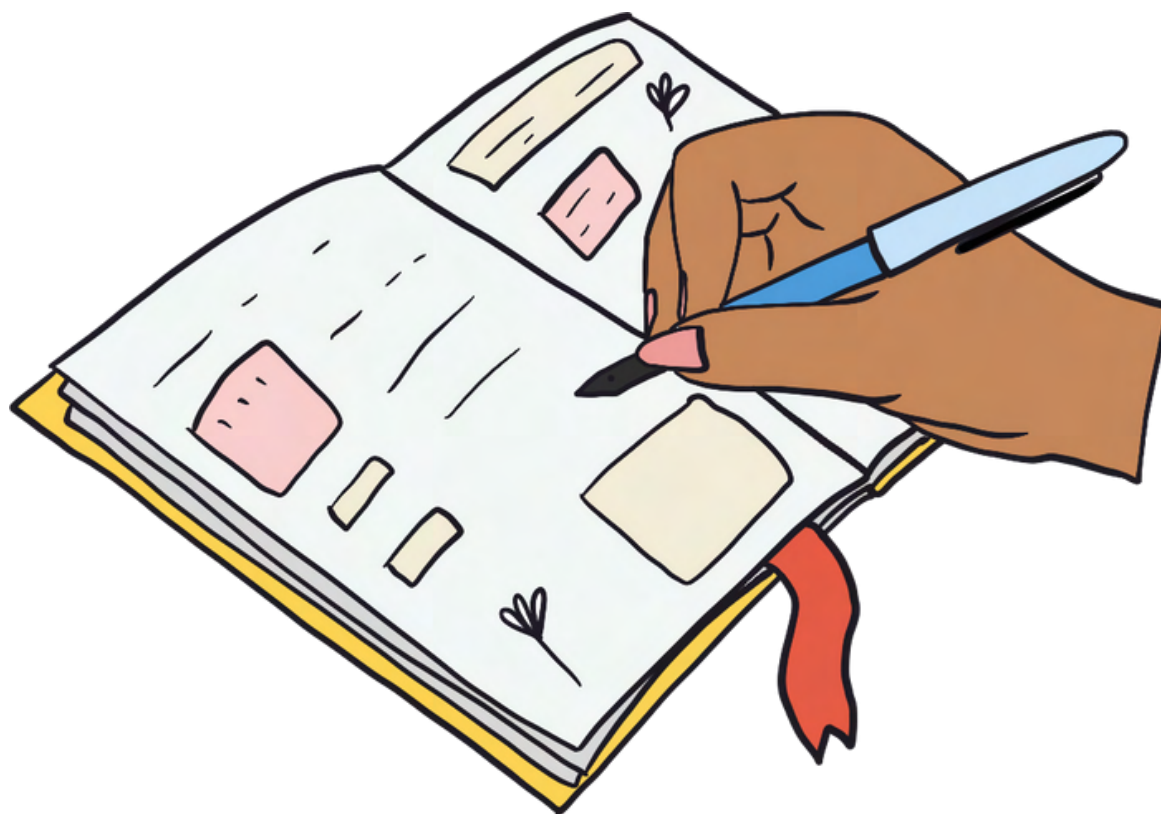
If you have any accommodation requests for your doctor, make sure to talk about them while you are making your appointment.

9



Before you hang up the phone, make sure to repeat the day and time of your appointment.

10



Write down the date/time of your doctor's appointment and make sure to share this information with your support person.

My Health. My Wellness.

Making a Doctor's Appointment

An easy way to schedule your doctor's appointments is by calling the doctor's office. When you call your doctor's office a person at the front desk will answer your call. This script can be a useful tool for the next time you need to call to make a doctor's appointment. You can use this script to help practice before you call your doctor's office. You can also use this script during your phone call with the doctor's office to make sure that you get all the information that you need.

Tips for Making a Doctor's Appointment

Read through the tips below before calling your doctor's office to make sure that you have all the information that you need.

- Have your *My Health Care Plan* next to you when calling to make your doctor's appointment. This way you will be able to access your personal and medical information, if needed.
- Think about why you want to visit with your doctor before calling the office. There are many reasons why you might need to make a doctor's appointment. Some reasons might be for a yearly check-up, a sick visit, or a mental health visit.
- Have a calendar close by so you know the days and times that you are available to visit with your doctor. If you are bringing a support person with you to your appointment, make sure you have their schedule as well.
- Have a pen and paper with you when you call. This way, you can take notes while you are on the phone with your doctor's office. Here are some things that are helpful to write down:
 - The date and time of your appointment
 - Doctor's office phone number and address
 - Any important documents that you need to bring to your appointment

My Health. My Wellness.

Making a Doctor's Appointment

The words in **bold** below are examples of what you can say when on the phone with your doctor's office. You can choose to use some or all of the examples in this script.

Reminder, if you are having a medical emergency and are unable to wait to see your doctor, you should call 9-1-1.

Hello, my name is _____. I am calling to make an appointment with [insert name of doctor here]. **I am available on this date and time: _____.**

I would like to schedule this appointment because _____.

Is there anything that I need to bring with me to my appointment?

If there are forms that I will need to fill out before I visit with my doctor, can I have these forms sent to me *before* my appointment so I have more time to fill them out?

Before we end our call, I want to make sure I know all my appointment information. My next appointment will be with Doctor _____ on [insert date and time]. **For my appointment, I will bring _____.**

If I have any questions before my appointment, what is the best phone number to call?

Thank you for your help!

My Health. My Wellness.

Making a Doctor's Appointment

Role Play Activity - Calling your Doctor's Office

Pair up with a friend or with a support person and use the script below to practice calling your doctor's office to make an appointment. The text in **bold** is the text that you will read. This practice activity can be used during **Lesson 5** of the *My Health. My Wellness*. Teaching Guide.

Practice looking up the number of your doctor's office and practice calling the number on your phone. Then use the script below to practice making your appointment.

[Doctor's office]: Hello, thank you for calling [insert name of doctor's office], how can I help you?

Hello, my name is _____. I am calling to make an appointment with [insert name of doctor here]. **I would like to schedule this appointment because _____.**

[Doctor's office]: Dr. _____ has availability next Thursday at 10:00am. Would you like to schedule an appointment for this time?

Check your calendar to see if you are available on this day and time. If you are available, say yes. If you are not available, ask what other times would work for your doctor.

I checked my calendar and I am available on Thursday at 10:00am. I would like to schedule my appointment for this time.

Practice writing down the appointment date and time on your calendar.

[Doctor's office] Okay great. I have you down for next Thursday at 10:00am to see Dr. _____. Do you have any other questions for me at this time?

My Health. My Wellness.

Making a Doctor's Appointment

Is there anything that I need to bring with me to my appointment?

[Doctor's office] On the day of your appointment, please bring your ID and insurance card. There will also be some forms for you to fill out before you visit with your doctor.

Write all of the things that you need to bring to your visit. If there are forms for you to fill out during your visit, bring your My Health Care Plan to help you fill out these forms.

Before we end our call, I want to make sure I know all my appointment information. My next appointment will be with Doctor _____ on Thursday at 10:00am. For my appointment, I will bring my ID, insurance card, and *My Health Care Plan* to help me fill out my forms.


If I have any questions before my appointment, what is the best phone number to call?

[Doctor's office] The best number to call for questions about your appointment is (302)-555-1234.

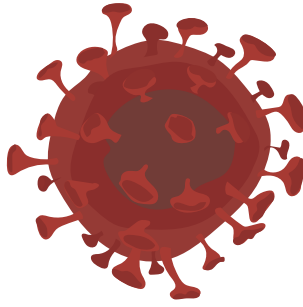
Write this number down in your notes.

Thank you! I will see you on Thursday.


Reference participants' My Health Care Plans, which were started in Lesson 1.



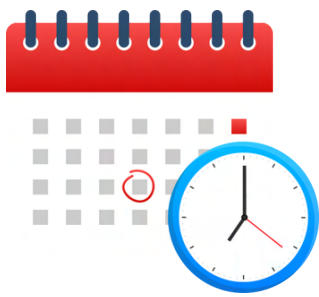
What are some ways that I can stay healthy?




What might be causing my symptoms?



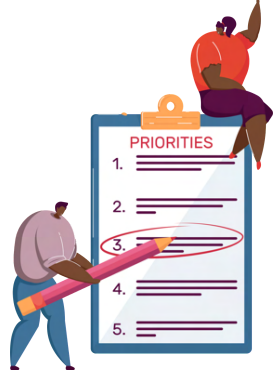
Where can I learn more about my symptoms?



When should I make my next appointment?



How do I make a reservation at a restaurant?



Why is it important for me to stay healthy?

Questions to Ask Your Doctor

This worksheet gives examples of questions that you can ask your doctor during a well-visit or a sick-visit. You do not have to ask all of these questions. You can pick which questions are important to you. There is space under each question to take notes on any information your doctor shares with you.

Example questions to ask your doctor during a well-visit or check-up:

1. Here are the medications that I am currently taking (*show the medication list of your 'My Health Care' Plan*). Do these medicines still look right for me?

2. Here is a list of my health goals that I would like to focus on (*show your 'My Health Goals' sheet*). What steps should I take to reach my health goals?

3. What are some things I should focus on to stay healthy?

Activity 5.5b: Questions to ask your doctor sheet

Example questions to ask your doctor if you are feeling sick or unwell

1. What are some things that may be causing me to feel sick?

2. What steps can I take to feel better?

3. Why is it important for me to do these steps?

4. Where can I go to learn more about my symptoms?

Activity 5.5b: Questions to ask your doctor sheet


5. What should I do if my symptoms start to feel worse?

6. When should I schedule a follow-up appointment with you?

Sample question to ask your doctor if you are taking a new medicine

1. Are there any side effects of this medicine that I should know about?

Notes & additional questions I want to ask my doctor



Additional Materials

My Health. My Wellness.

For the next few weeks, our group will be learning about *My Health. My Wellness*. These lessons were created by the University of Delaware Center for Disabilities Studies with funding from Delaware's Statewide Independent Living Council (SILC).

My Health. My Wellness lessons cover the following topics:

1. An Introduction to My Health. My Wellness.
2. All About Me
3. My Health Care Goals
4. My Health Care Rights
5. Talking with My Doctor

The goal of *My Health. My Wellness* is to share knowledge and skills needed to understand your health and advocate for your health care.

Throughout the lessons, everyone will have the chance to complete their own *My Health Care Plan*. The **My Health Care Plan** is a place to organize important personal and health information. This information is helpful when visiting with your doctors and healthcare team.

Staff may be available to support each person filling out these care plans, but there might be some information that is hard to complete without a support person. A staff member can make a note next to any section that needs to be completed with a support person. **We recommend that you take the time to go through and complete any blank sections before your next doctor's visit.**

If you would like to learn more about *My Health. My Wellness*, please visit the Health Care Access and People with Disabilities webpage at www.cds.udel.edu/healthcareaccess.

Thank you!

My Health. My Wellness.

Teaching Strategies for Instructors: *Universal Design for Learning*

People learn in many different ways. Using multiple different teaching strategies is often best to help someone learn new information or a new skill. Below are some examples of multiple teaching strategies you can use during your lessons.

1. **Visual Strategies** - teaching strategies that include sight/reading
 - a. Use whiteboards to help display information in the lesson
 - b. Keep information up on the white board for participants to be able to look at throughout the day
 - c. Hand out the My Care Plans at the beginning of the lesson for participants to be able to look through as you are teaching
 - d. Your MHMW Teaching Guide includes a variety of printed resources (such as the KWL Charts) to help participants organize their thoughts on the lesson.
2. **Auditory Strategies** - teaching strategies that include audio/listening
 - a. Go through each lesson *slowly* and repeat information if needed
 - b. Ask one discussion question at a time
 - c. Allow time for people to answer each discussion question
3. **Kinesthetic Strategies** - teaching strategies that involve action or movement
 - a. Make sure that each lesson includes a type of practice activity
 - b. Allow for frequent stretch breaks throughout the lesson if needed.
4. **For Non-English-Speaking Learners**
 - a. Resources in this lesson are available in Spanish and Haitian-Creole. Visit the cde.udel.edu/healthcareaccess site to download translated versions of the materials from today's lesson.

My Health. My Wellness.

My Thoughts on Today's Lesson

Lesson Topic: _____

Please take a few minutes to answer questions about today's lesson. There are no right or wrong answers. Your thoughts are important for helping to improve future lessons and activities!

1. What was your favorite part of today's lesson?

2. What was your least favorite part of today's lesson?

Tips for Talking with My Doctor

When talking with your doctor, it is important to give lots of information about how you are feeling. Your doctor might ask you questions to learn more about how you are feeling during your visit. This tip sheet gives you helpful tips for talking with your doctor during your appointment.

Tip 1

Be **honest** with your doctor if they ask you questions about how you are feeling. This will make sure that you get the best care. and answer as best you can.

Tip 2

Answer the doctor's questions as best as you can. It is okay if you do not know the answers to some of the doctor's questions.

Tip 3

You can ask your doctor to repeat a question or remind your doctor to ask one question at a time.

Tip 4

Ask your doctor to share information with you in a way that works best for you. This might be in large font, braille, using a picture board, etc.

Tip 5

When you are telling your doctor how you feel, use **detailed** words to describe what and how you are feeling.

Some examples of descriptive words are listed below. You can use these words or think of other words that describe how you are feeling.

- Itchy
- Painful
- Burning or Hot
- Cold or Chilly
- Throbbing
- Dizzy
- Achy
- Heavy
- Numb
- Cramping
- Tired or Exhausted

Tip 6

Describe **where on your body** you are feeling your symptom(s). Do your symptoms stay in one place or do they move to other parts of your body?

Tip 7

Talk about **when** you usually feel your symptoms (*for example, when did you first start having a painful feeling?*) and talk about **how long** you have felt your symptom(s).

Tip 8

Think about how your symptoms have **changed your daily life**. *For example:*

- What are some activities that you were able to do before but no longer able to do?
- How are your symptoms affecting your energy or mood?

Tip 9

If you are experiencing pain, your doctor might show you a **pain scale** to help understand how strong your pain is. The picture below is an example of a pain scale that your doctor might use.



Tip 10

Bring your **My Health Care Plan** with you to your visit so your doctor can learn more about you and your health and support needs.