Hospital Emergency Checklist (1 of 2)

For: _____

Date: _____

Keep this in the Emergency Kit. Ask one person to make the calls and keep the notes.

Before you leave

- [ ] Which hospital, and which department?
- [ ] Is my parent conscious? Stable?
- [ ] Who should I ask for when I arrive?
- [ ] Is there a number I can call back?
- [ ] Tell one other family member where you are going, so someone knows.
- [ ] Grab the Emergency Kit: the Family File's Emergency One-Pager, the current medication list, your charger, a notebook and pen, a water bottle, snacks, and a sweater. Hospitals are cold and waits are long.
- [ ] If you have a key to your parent's home, bring it. You may need to collect items.
- [ ] Drive carefully. Do not rush. Arriving thirty seconds earlier helps no one.

When you arrive

- [ ] Register as family. Tell the desk who you are. Give them the Emergency One-Pager.
- [ ] Find out who is looking after your parent, and ask how best to receive updates.
- [ ] Ask who the health-care decision-maker is. If your parent can speak, ask them directly. If they cannot, show the document that names the person.
- [ ] Give the facts: medications, allergies, conditions, last meal, time symptoms began, any falls or head injuries. The one-pager lets you do this calmly.
- [ ] Say what you know about wishes. "Mom has said she does not want to be on a breathing machine. We have a written note."

Be the second set of ears

- [ ] Names and roles of every nurse and doctor you speak with
- [ ] What was said, and the time
- [ ] Any word you don't understand
- [ ] Next steps, such as tests, consultations or transfers

Hospital Emergency Checklist (2 of 2)

For: _____

Date: _____

Consent and decisions

- [ ] What are the options, including doing nothing?
- [ ] What are the benefits and risks of each?
- [ ] What happens if we wait?
- [ ] Is there time to consult family or get a second opinion?
- [ ] What would you do, if this were your own parent?

Keep the family informed

- [ ] Designate one person as the communicator. That person sends a short update to everyone on the tree at agreed times (for example, morning and evening).
- [ ] Use a single group message or call. Avoid one-by-one calls that create different versions.
- [ ] Use facts, not guesses. “The doctor says X. We don’t know Y yet.”
- [ ] Agree on what not to share. Your parent’s private medical details are not for social media or the wider network without their permission.

Discharge planning

- [ ] When is the expected discharge date?
- [ ] What care will be needed at home, and who will arrange it?
- [ ] Is there a discharge planner or social worker I can speak to?
- [ ] Will home care, equipment or rehabilitation be arranged, and how soon?
- [ ] If my parent can’t safely go home, what are the options?

Notes