



# When care instructions change after a phone call

Turn a verbal change into one accurate, shared written plan.

## A note from Victoria

A quick call can change medication, equipment, or follow-up steps while everyone else still has the old instructions. It is reasonable to ask for clarity before you act.

## What to do

Write down the clinician's name, date, exact instruction, start time, and what it replaces. Read it back before ending the call. Ask for written confirmation through the approved portal or office. Update the medication or care list only after the responsible clinician confirms it; tell other authorized caregivers what changed. If the instruction conflicts with a label or discharge sheet, call the prescriber or pharmacist rather than guessing.

## Words you can use

"I want to read this back: [instruction] starts [time] and replaces [old instruction]. Could you send the updated plan in writing?"

## One useful step I can take today:

I could start with: Record who gave the instruction and where the confirmed version will be kept.

## The strength I see in you

Asking for a written plan is careful advocacy, not being difficult.



# When care instructions change after a phone call

Use this page in your own words. You can leave any part blank.

## The exact new instruction and start time

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## Who confirmed it

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## Where the written update will live

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## My next manageable step

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## A person, service, or place I can turn to (if useful)

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