

**KEEP IT REAL HANDOUT**

During the appointment, remember to **KEEP IT REAL**.

1. **Keying in on the task at hand** – You are attending an appointment with a professional. Be respectful and take an active role in your care.
2. **Establish the goals for the appointment** – State your goals at the start of the appointment. It will be clear that you are taking an active role in your treatment and may help in structuring the appointment.
3. **Establish the available time** – Ask the professional how long they **REALISTICALLY** will be in the appointment with you and pace yourself accordingly.
4. **Provide information** – Present your tracking tools and the information you have gathered. This may also include your written list of questions. Be clear and specific.
5. **I statements** – Make consistent “I” statements and take responsibility for your decisions and care.
6. **Take notes** – Write down the answers to your questions to help in remembering the answers. You can also review them later.
7. **Request written materials** – Gather as much information as you can. Information helps with making decisions and motivation.
8. **Engage in reflective communication** – When a question is answered or you need clarity, let the professional know what you heard and check to make sure your interpretation and memory are accurate.
9. **Ask questions** – Be assertive. No question is too silly or stupid to ask. Do not leave the appointment with unanswered questions.
10. **Leave with a clear care plan** – Know what the next steps in your care are and discuss them with the professional before leaving.

KEEP IT REAL HOMEWORK

**1. Prioritize needs and wants – Brainstorm needs and wants. Organize them into a list with priorities being at the top.**

#1 NEED: \_\_\_\_\_ #1 WANT: \_\_\_\_\_  
#2 NEED: \_\_\_\_\_ #2 WANT: \_\_\_\_\_  
#3 NEED: \_\_\_\_\_ #3 WANT: \_\_\_\_\_

**2. Set clear goals and objectives for the appointment – Know the purpose of the meeting and specifically what you want to accomplish before the meeting ends.**

GOAL: \_\_\_\_\_  
*What I want to accomplish today:* \_\_\_\_\_

**3. Create a list of questions for the professional – Organize your thoughts into a list of questions. Post them in an area that you frequently spend time in so you can add questions to the list as you think of them.**

Questions: \_\_\_\_\_ Answered? Y N  
\_\_\_\_\_ Answered? Y N  
\_\_\_\_\_ Answered? Y N

**4. Organize the tracking forms and tracking cards – Gather the most recent and relevant information you have. This is one way to avoid being forgetful or vague.**

*Do I have my Tracking Cards Ready? Y N*  
*Do I have all of the most recent information ready? Y N*

**5. Plan for childcare if needed – Ask a friend, family member, or the professional’s facility to assist. It is important to be able to focus your attention and be mindful during the appointment.**

Do I need someone to take care of my children? Y N  
If Yes, who can I count on? \_\_\_\_\_

**6. Plan or coordinate transportation – Make sure you have a reliable plan and mode of transportation. This is one of the first reasons individuals miss appointments.**

*Do I need transportation for this appointment? Y N*  
*If Yes, who can I call? \_\_\_\_\_*

**7. Plan for an advocate to attend if needed – Bring something to take notes on in the appointment. If this is difficult, ask if a friend or family member can attend to help you.**

*Do I need someone there at the appointment with me? Y N*  
*If Yes, who can I count on? \_\_\_\_\_*

**8. Visualize the appointment – Imagine yourself staying focused, active, and productive in the meeting. This will help increase your chances of meeting your needs.**

*What will this appointment be like?*

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**PREPARING FOR AN APPOINTMENT HANDOUT**

Preparing for appointments is a very important activity. The individual can structure a set of tasks to complete before the day of the appointment.

1. Prioritize needs and wants – Brainstorm a sheet of needs and wants. Organize them into a list with priorities being at the top.
2. Set clear goals and objectives for the appointment – Know the purpose of the meeting and specifically what you want to accomplish before the meeting ends.
3. Create a list of questions for the professional – Organize your thoughts into a list of questions. Post them in an area that you frequently spend time in so you can add questions to the list as you think of them.
4. Organize the tracking forms and tracking cards – Gather the most recent and relevant information you have. This is one way to avoid being forgetful or vague.
5. Plan for childcare if needed – Ask a friend, family member, or the professional's facility to assist. It is important to be able to focus your attention and be mindful during the appointment.
6. Plan or coordinate transportation – Make sure you have a reliable plan and mode of transportation. This is one of the first reasons individuals miss appointments.
7. Plan for an advocate to attend if needed – Bring something to take notes on in the appointment. If this is difficult, ask if a friend or family member can attend to help you.
8. Visualize the appointment – Imagine yourself staying focused, active, and productive in the meeting. This will help increase your chances of meeting your needs.

Structuring the day of the appointment can assist in this process as well.

1. Confirm childcare – Avoid last-minute chaos when possible.
2. Gather materials – Do not leave them at home.
3. Review the goals and objectives for the appointment – Remind yourself of the reasons for the appointment and what you want to accomplish.
4. Engage in a stress-management exercise – Take some time to relax and breathe before the appointment. Deep breathing, progressive muscle relaxation, and imagery can help to calm your nerves.

Leave at an appropriate time – Plan to be about 10-15 minutes early to your appointment.

Being late can compromise your chances of having a productive appointment