

Schizophrenia Is An Illness – Recovery is Possible.

Families play various roles in supporting individuals with schizophrenia throughout the recovery process. Families are advocates, informal caregivers and can play a vital role in difficult times. Communicating with healthcare professionals is important. This pamphlet is designed to facilitate and enhance communication between family members and health care providers.

About this Project:

Families are an important part of a person's recovery and well-being. The Schizophrenia & Community Integration Service (SCIS) are committed to strengthening the role of families at each step of a person's recovery. This brochure was developed by family members and healthcare professionals and is one in a series of six including:

1. Caregivers – How Are You?
2. Managing Relapse
3. Communicating with Health Care Professionals
4. Encouraging Medication Adherence
5. Fostering Independence
6. Goal Setting – How To Help?

St. Joseph's | Schizophrenia & Community
Healthcare  Hamilton | Integration Service

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Supporting the Supporters

Schizophrenia & Community
Integration Service



Communicating with Healthcare Professionals

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Communicating with the Health Care Providers

Ensuring effective communication with healthcare professionals can ensure better care for your family member, decrease stress for you and your family member and ensures a better experience. Use the following template below to help structure your conversations with healthcare providers.

My goal for my family member: What is your goal for your family member? What do you want to see change? This may change from time to time based on the current situation and may require modification. This may be different from your family member's goal below. Example, "I would like to see my partner smile again" or "I would like to see my daughter complete high school".

My family member's goals: What does your family member say about his or her goals? This may change from time to time and can be influenced by his or her wellness. Example, "My son says he wants to feel better" or "My daughter would like to go to university to become a chef".

My observations at home / in the community: What changes to your family member's behaviour are you and other family members noticing that seem to be unusual? This may overlap with next box "My concerns". Example: "My wife is staying in her room all day and not talking to anyone" or "My partner bursts out in tears, yells uncontrollably and accuses me of things".

My concern: Think about what worries you.
For example: "My son is forgetting to eat"; "What will happen to my child if I'm not around anymore?".

Possible triggers: Think about what is causing or contributing to your concerns. It is ok to say you do not know. For example: "My brother is smoking weed again" or "I am doing everything for my family member".

What am I doing that is working or helping?

For example: "Instead of asking my husband if he wants to eat, I give him options- eat now or later?" "I stay calm and use a neutral tone when my wife is yelling and I say to her that I'm sorry she feels the way she's feeling, I tell her I love her".

What am I doing that seems to not be working or helping?

For example: "Telling my daughter repeatedly to get up and eat because it is time to eat seems to not do anything" or "Arguing with my partner seems to make things worse".

My questions to, and requests from the health care providers: Think about what your needs may be before the next appointment. Do you have any questions related to medication changes? Results of lab work ordered? Do you require more resources around therapeutic groups or support groups? Do you have questions about financial support or additional options? Do you need more information regarding other resources or services that may be helpful? Do you need some additional resources for yourself?

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Possible triggers:

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