

Milestone Mission

The mission of Milestone is to provide quality, life-enhancing services that promote wellness and the development of human potential to persons with intellectual and developmental disabilities and/or behavioral health challenges.

HCQU Northwest Vision

The vision of Milestone HCQU Northwest is to provide leadership and coordination to enable county intellectual and developmental disability programs, in collaboration with the PA Office of Developmental Programs, achieve the highest possible level of physical and behavioral health to individuals served.

Join Us Online



*Visit the
Milestone
website*

*Follow
Milestone
on Facebook*



Communicating

With

The

Doctor



The need for
good

Communication
with your

individuals
and their
doctors
is a must...

“Assertive”

*shows
respect !
Because you’re
willing to
stand up
for your client’s
interests
and
express their thoughts
and feelings.*

The Physical Exam

1. Prepare your individual ahead of time for the exam.
2. Ask for a longer time- slot, if you think the individual may have a difficult time cooperating.
3. Ask to be put into the exam room as soon as you arrive if the individual becomes anxious in a room full of people.
4. Do not be afraid to let the doctor know what approach or technique may have worked well for the individual in the past.

For someone with developmental disabilities there are many complicating factors making communication more difficult.

Here are some suggestions to help ease the process.



Making the appointment



Reminder

**Present detailed
information.**

Ask questions.

**Make sure you
understand.**

**Express
any concerns
about the treatment.**



1. Write down a brief description of why you are calling.
 - A. Name of the individual you are calling about.
 - B. Problem /concern /symptoms.
 - When did it begin?
 - Does it come and go or is it steady?
 - Does anything bring it on or make it worse?
 - What you have already tried did it help?
 - Does the individual have a temperature?
2. Let the office know that you may have multiple issues and need a longer visit.
3. Try to schedule at a time when there are not too many people in the office.

The Office Visit



1. Come prepared

- A. Bring a chart with the most up-to-date history.
- B. Write down the questions that you want to ask.
- C. Too much information is better than not enough, but don't ramble!
- D. Bring a current medication list of what the client is on and also medication that has been discontinued and why.