

Getting Organised & Keeping Good Records – Suggestions from Parents

The below are tips for getting organised and keeping your child's medical records, including managing hospital dates, doctor's appointments, and hospital records. This is by no means exhaustive, and depending on your technological skills you may prefer to keep digital records rather than manual ones.

- Keep a family diary that is readily available – this will assist with ensuring that all members of the family are aware of surgery/hospital appointment dates, doctor's appointments etc.
- Keep a corkboard/message board with hospital documentation for next surgeries or EUA's pinned up, & a reminder date in the family diary for the hospital check in if this is required (most hospitals will require to you call a few days before the procedure to confirm your child is well).
- File for medical records – keep a separate file (either in a filing cabinet if you have one or a filing box that can be purchased at office supply stores) for your child's medical records, prescriptions, and hospital documents.
- Keep a checklist for daily medication requirements, and tick them off as medications are given (this helps to ensure that double doses are not given). There is an example below. When your child's doctor changes the medication regime, update the daily medication checklist and ensure that all family members or carers who dispense medications are aware of the changes.

EXAMPLE ONLY

Time	Cosopt (eye drops) Left Eye	Maxidex (eye drops) Right Eye
7am		
11.30am	NA	
3.30pm	NA	
7pm		

- Update your child's health record booklet with dates & type of surgery (e.g. goniotomy, trebeculectomy, EAU etc.) – this will assist when you are meeting with your family doctor (General Practitioner) or Maternal Health Nurse for regular check up's regarding your child's development and overall health. It will also help for any further procedures, where the nurses admitting your child are likely to ask what procedures your child has had to date.
- A recommendation from another parent that has worked very well is to bring 3 copies of your typed questions to every appointment. One copy for the doctor, one copy for yourself, and one copy for someone else attending the appointment (husband, friend, etc.) Giving the doctor a copy sets the expectation that all questions will be answered before you leave. Giving a copy of the questions to husband/friend will keep you on track should the main caregiver become emotional or get distracted during the appointment. Have both adults write down the answers and compare notes after. This method ensures that time, travel expense, and stress are minimized while making sure you got what you came for.
- Dealing with insurance companies - Keep a record of every call made (date/time), outcomes, and the full name of the person you spoke to. Having this information and all receipts/records of treatment is invaluable especially if you need to file a medical claims appeal.