

PATIENTS AND FAMILIES:

7 Keys for Navigating a Life-Changing Diagnosis

Walk Two Roads

Balance staying positive while also seeking honest, accurate information. This helps you stay hopeful and grounded in reality.



ASK YOURSELF

What you are hoping for and what you need to plan for just in case?

Zoom Out

Every illness has a known pattern to it. Understanding this storyline gives you a birds-eye and long view of where you are at in your illness.



ASK YOUR PROVIDER

What will my illness look like over time? What can I expect along the way?

Know Your Style

Your unique way of being will have as much impact on your illness experience as the illness itself. Harness information about your style to gain more control.



REFLECT

What are your tendencies when facing stressful situations and how those might play out in your illness?

Customize Your Order

Ideally you want to tailor your care to match your values. Share what's important to you to ensure that your care matches who you are as a unique person.



ASK YOURSELF

What do you want people to know about you? What do you value most?

Anticipate Ripple Effects

Your inner crew (e.g. family and caregivers) will have a parallel illness journey. Their lives will be affected in multiple ways.

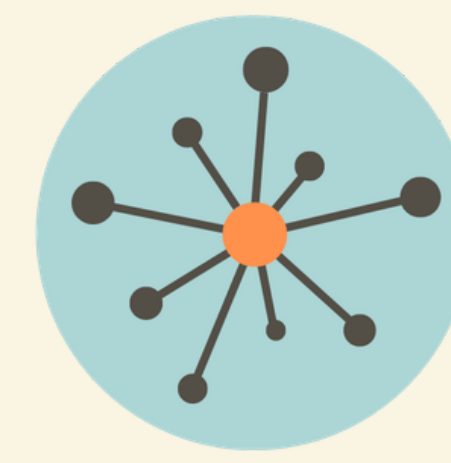


CONSIDER

What support do you need from your inner crew? Encourage them to get information and support too.

Connect the Dots

You and your inner crew need to play a central role in coordinating information. This enhances continuity and safety, especially at transition points



ASK YOURSELF

Who in your crew will be the manager of your illness journey?

Invite Yourself

Initiate conversations with your healthcare team. Don't assume no news is good news. Passive, polite patients are encouraged to be respectfully assertive.



ASK QUESTIONS

Seek information so you can understand how to plan, prepare, and make decisions.

Adapted from the book "Hope for the Best, Plan for the Rest" and workbook "Applying the 7 Keys for Navigating a Life-Changing Diagnosis."

**The Waiting Room
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