



# Care Coaching

## Frequently Asked Questions

### **What is Care Coaching?**

Care Coaching is a telephone-based information and care consultation service for older adults who have health challenges and their family or friend caregivers. Care Coaching provides ongoing support and helps find practical solutions to meet your needs, adjust to changes, or plan for the future. Through personalized care consultation, Care Coaching can assist with decisions and managing daily activities in ways that are best for you. Care Coaching is offered by MemoryLane Care Services.

### **Who will I be talking to?**

Your personal coach is a professional trained to provide quality information, organize help from family and friends, assist with finding and using services, and suggest approaches to care.

### **Who participates in Care Coaching?**

A caregiver who helps a family member or friend the most with daily activities, tasks, or health-related decisions. The family member or friend receiving help may have a chronic health condition or disability and needs assistance from the caregiver and others.

### **Is Care Coaching right for me?**

Care Coaching helps find simple and practical solutions to improve care. If you need help finding services; understanding insurances; communicating with a doctor; involving family and friends in care; improving home safety; managing medications; knowing when to go to the emergency department; coping with stress; or planning for the future, Care Coaching may be right for you.

### **Do I have to go anywhere to use Care Coaching?**

No. All communication is over the telephone and E-mail.

### **If I change my mind, can I stop using Care Coaching?**

Yes, you may stop using Care Coaching at any time.

### **How much does Care Coaching cost?**

There is no charge to you for Care Coaching. The Care Coaching program is funded through a multiyear federal grant from the Department of Health and Human Services, Administration for Community Living (#90ADPI0008-01-00), (#90ADSG0005-01-02).

### **Who may I contact with questions about Care Coaching?**

Please contact Lyndi Winzeler, Care Consultant, at 419-720-4940 or [Lwinzeler@memorylanecare.org](mailto:Lwinzeler@memorylanecare.org).