



# How to Get the Most from the Next Step in Care Website

The Next Step in Care website is designed to help family caregivers and health care professionals work together to make the transition from one patient care setting or level of care to another as smooth and effective as possible. The website covers transitions into and out of hospitals, rehab units in nursing homes, and home care agency services.

This website does not provide information about specific diseases, health conditions, or treatments (ask a health care provider to recommend these sites). This website also does not provide advice about the emotional impact of caregiving; many other sites have helpful information, some of which can be found in the [Links and Resources](#) section of our website.

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### Who Should Use the Next Step in Care Website?

- *New family caregivers.* There is a lot to learn, and the material on this website will help guide new family caregivers through the various encounters with the health care system.
- *Experienced family caregivers.* Even for experienced family caregivers who have been caring for a family member for many years, each transition is different and additional information and guidance may be needed. This website can help.
- *Patients* who are able to participate in their own care planning can use the website to better manage transitions and overall care.
- *Health care providers* who are responsible for admitting patients and/or planning for their admission to or discharge from a health care facility or from home care services—especially for patients whose family members are closely involved in care. The website offers tools to improve communication and collaboration with family caregivers.
- *Consumer organizations* that serve older adults and their family caregivers before or during a crisis. The information on the website can help prepare family caregivers for the next transition in care.
- *Researchers and policy makers* interested in transition care planning and the role of the family caregiver can learn about the transition experience and necessary steps.

#### **Family Caregiver: Are you one?**

You are a family caregiver if you help care for a close friend, family member, or partner who is chronically ill, disabled, frail, or recuperating from surgery.

## Navigating the Next Step in Care Website

This is the Next Step in Care website home page. Each arrow indicates the name of a navigation tool, most of which are found on every website page

The image shows a screenshot of the Next Step in Care website home page with several navigation tools labeled:

- DESKTOP TOOLBAR:** Points to the browser's address bar and search bar.
- SEARCH FUNCTION:** Points to the search input field.
- ADJUST TEXT SIZE:** Points to the text size adjustment controls (A A A).
- MENU BAR:** Points to the 'Guides & Checklists' menu and its sub-items: 'For Family Caregivers', '«Para Cuidadores Familiares»', 'For Health Care Providers', 'Links and Resources', 'Terms and Definitions', 'News', 'About the Campaign', and 'About the United Hospital Fund'.
- LOGO:** Points to the Next Step in Care logo.
- NAVIGATION FUNCTION:** Points to the dropdown menus for 'I'm caring for someone in a...' and 'moving to...'.
- INTERNAL LINKS:** Points to the 'Family Caregivers' and 'Health Care Providers' sections, which include text and 'Learn More' buttons.
- FOOTER TOOLBAR:** Points to the footer navigation links: 'Site Map', 'Contact', 'Home', and 'Terms of Use'.

## How To Get the Most From the Website

**Transition Tool:** The transition tool lets you choose a specific transition; for instance, you are a family caregiver and your family member is in the hospital and will be transferring to a nursing home, or you are a discharge planner in a rehab center and your patient will be going home with a family caregiver. Here are the steps to follows:

- Next to the upper box that reads “Select...,” click on the down arrow on the right. This allows you to select among choices: “I’m caring for someone in a... ‘Home,’ ‘Hospital,’ or ‘Rehab Facility.’”



- Then go to the box that reads “Moving to.” Again, click on the arrow to select your choice. (note that the tool does not allow for all transitional pairings—only those for which information is currently available on the website. Information about other transitional pairings will be created over time).
- Once you have made your selections in both boxes, click on the larger arrow just below, and the tool will take you to the page that has information about the care transition you selected. For example, if you select “Hospital” in the first box and “Home” in the second, you will go to the page called [Hospital to Home: About the Transition](#).

**Menu bar:** This is the feature many visitors will use most. It gives you choices to go directly to most of the website’s internal pages. **All the website’s guides and checklist can be found in the first three items: “[For Family Caregivers](#),” “[Para Cuidadores Familiares](#),” and “[For Health Care Providers](#).”**

**Search function:** The website’s Search function, found in the upper left of every page on the website, covers only information on the Next Step in Care website, not on the Internet in general. For example, if you want to find specific information about medication management or hospital admission, type those words in the blank space, click on the small round button just to the right, and see which pages might have useful information.

**Adjust text size:** If you want to enlarge the type on the website, click on one of the larger “A” letters. To go back to the original size, click on the smallest “A.”

**Footer toolbar:** Found at the bottom of each page, the footer toolbar offers four links:

- [Site Map](#): An overview of the entire website
- [Contact](#): Click on this link to send us an email asking a question, telling us how we might make the website better or what other information we should include, or just letting us know how useful (or not) you find the website.
- [Home](#): Clicking on this link from any other page of the website will bring you back to the Next Step in Care home page. To return to the home page, you can also click on the Next Step in Care logo in the upper left corner.
- [Terms of Use](#): Information about copyright, privacy, and limits on using the materials on the Next Step in Care website.



**Desktop toolbar:** Your computer's desktop toolbar can also help you navigate the website. The Backward and Forward tools (the left and right arrows in the upper left-hand corner of most browsers) allow you to go back or go forward one page.

To save time the next time you visit the Next Step in Care website, add it to your "Favorites" or "Bookmarks," also found in the desktop toolbar.

All of the above can be found on any page throughout the website. On the home page, you will also find two "Learn more" links at the bottom of the page; these take you to the welcome pages for (on the left) family caregivers and (on the right) health care providers.

### Frequently Asked Questions (FAQs)

#### Q: Why are the guides and checklists in PDF format?

**A:** All the Next Step in Care our guides and checklists are in PDF format, as it allows you to view, print, and save the information regardless of the type of computer or software you use. Most computers already have the necessary software to access PDF files, but if yours doesn't, it is easy, safe, and free to download. Your computer will automatically tell you that you need additional software when you try to open a PDF file, and it will ask if you want to download it. Just follow the instructions.

PDF files do not allow you to change the content that is already a part of the document. Yet, some of our guides and checklists allow you to fill your own information.

#### Q: How do I fill in the forms on the computer?

**A:** *Please note that you **can** fill the forms on the screen and print the completed forms, but you **cannot** save the completed documents to your computer.*

The following forms are fillable (which means you can fill the blank spaces with your own information).

[Medication Management Form](#)

[A Family Caregiver's Planner for Care at Home](#)

[What Do I Need as a Family Caregiver?](#)

[Going Home What You Need to Know](#)

To fill these forms we recommend that you follow these steps:

#### 1. Save the PDF file to your computer

To save the PDF file to your computer, click the "Save" icon and choose a location on your computer where you will be able to find it later.

#### 2. Fill out the form:

Enter the information into the appropriate fields. You can use your mouse or your Tab button to navigate through the form and fill in information in the appropriate spots. The form will not allow you to write in spots where you shouldn't.

If you wish to print your completed form use the Print option under File from the menu bar or click the Printer icon. **REMEMBER you CANNOT save the completed document.** We recommend that you print the completed document and save it for your records and for future updates.

### Q: How can I adjust the text size on the PDFs of the guides and checklists?

**A:** Most software programs that allow you to read PDF files also allow you to enlarge or decrease the text size. Look first under View or Options, but if it is still unclear, try the Help function for additional information.

### Q: The Transition tool won't work for me. Is there another way I can find the information?

**A:** Some older computers may not be compatible with the Transition tool. Those who are having difficulties might try clicking on Site Map, found in the footer toolbar at the bottom of the page, and looking for the appropriate transition there.

### Q: I am deep in the website. How do I go back to the home page?

**A:** There are several ways to return to Home:

1. Use the Backward or Forward tools in your browser's desktop toolbar.
2. Click on the Next Step in Care logo at the top of the page.  
Click on Home in the Footer toolbar.

### Q: I am looking at a Guide. How do I go back to another section of the website?

**A:** Use your desktop toolbar's Backward tool to take you back.

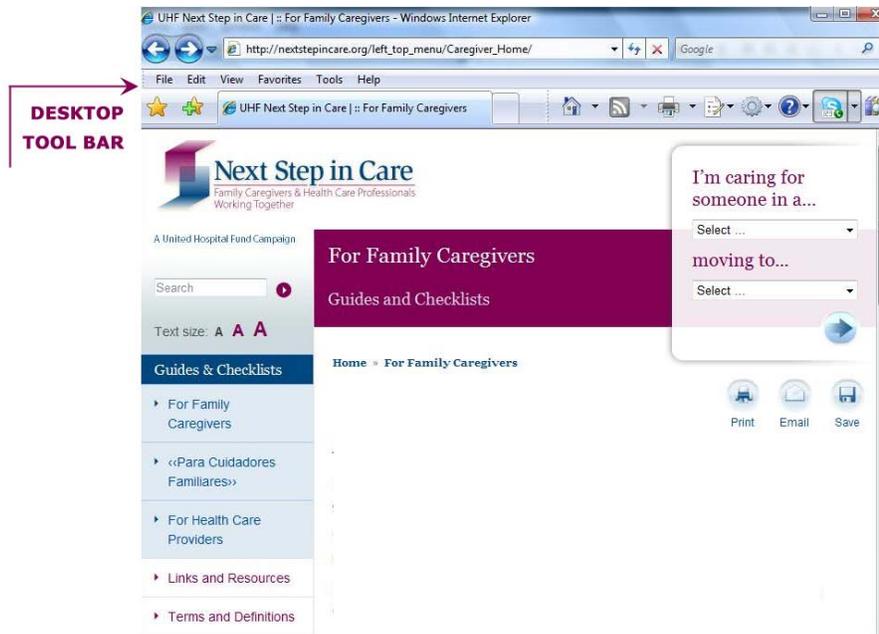
### Q: How do I print or email?

**A:** Nearly every page of the website has three function buttons: Print, Email, and Save. These function buttons are not available when you are viewing a guide, and they are not found on the website's home page.

- **Print:** If you want to print the page you are viewing, the Print function will change that page to make it printer-friendly.
- **Email:** If you want to email information you are viewing, click the Email function. Fill in the email address of the person to whom you want the information sent, your name, and your personal message in the blank box.
- **Save:** The Save function lets you save information on your computer.



To print, email, or save a Guide, use your desktop toolbar. While these vary depending on the browser and your personal settings, most desktop toolbars make information about how to perform these tasks fairly easy to find and use.



**Q: Why are some words highlighted or underlined in blue?**

**A:** Words that appear highlighted or underlined are linked to other pages or guides that have additional information. Clicking on the highlighted or underlined word will take you to the additional information. Most often, this information is also a part of the Next Step in Care website, but sometimes the link may be to an external website.

**Q: Is there a listing of all the information available on the Next Step in Care website?**

**A:** The site map, which you can access from the Footer toolbar, provides an at-a-glance listing of what is on the website.

**Q: I am a healthcare provider. Can I use the Next Step in Care materials at my facility?**

**A:** You are encouraged to use our materials, without making changes, for personal use, educational purposes, and advancement of quality care. If you would like to translate or adapt these materials in any way, please contact us at [nextstepincare@uhfnyc.org](mailto:nextstepincare@uhfnyc.org).

For more information about how you can use the information on this website, see [Terms of Use](#).