

# BRI Care Consultation FAQ SHEET



## **What is BRI Care Consultation?**

BRI Care Consultation is a telephone-based information and coaching service for older adults with health challenges and their family or friend caregivers. BRI Care Consultation provides ongoing support and helps find practical solutions to meet your needs, adjust to changes, or plan for the future. Through personalized coaching, BRI Care Consultation can assist with decisions and managing daily activities in ways that are best for you. BRI Care Consultation is offered to you by the Coastal Area Agency on Aging (AAA) and in partnership with the Benjamin Rose Institute on Aging and the Rosalynn Carter Institute for Caregiving.

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

A Care Consultant. This professional specializes in coaching adults with health challenges and their caregivers. He or she is trained to provide quality information, organize help from family and friends, assist with finding and using services, and suggest approaches to care.

## **What are Clients saying about Care Consultation?**

*“I was struggling with my work schedule and caring for my mom at the same time. The Care Consultant worked with my family to come up with a solution. Now my family is helping more, and I don’t feel so stressed out.”* —Family Caregiver

## **Who participates in BRI Care Consultation?**

Caregivers of any age and adults with health challenges age 60+ and over. A caregiver is someone who helps a family member or friend the most with daily activities, tasks, or health-related decisions. The family member or friend may have a chronic health condition or disability and needs assistance from the caregiver and others.

## **Is BRI Care Consultation right for me?**

BRI Care Consultation 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, BRI Care Consultation may be right for you.

## **Do I have to go anywhere to use BRI Care Consultation?**

No. You do not have to leave your home to use BRI Care Consultation. All communication is done over the telephone or by e-mail.

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

Yes, you can stop using BRI Care Consultation anytime.

## **Who do I need to contact with questions about BRI Care Consultation?**

Please contact the Coastal Regional Commission Area Agency on Aging (AAA) at 1-800-580-6860.