

## How We Can Help:

Magnolia Health Plan (Magnolia) offers many services that can help you. We can help you access a list of social and community support resources. Other support services include:

- Respite care is a benefit that allows caregivers to take a break from caregiver duties. A caregiver who must provide 24-hours per day care to a member who is enrolled in Magnolia's case management program, is eligible for up to 10 hours per month of respite. Caregivers should contact the member's Magnolia case manager to arrange this benefit.
- Our website ([www.MagnoliaHealthPlan.com](http://www.MagnoliaHealthPlan.com)). Our website provides quick and easy information about benefits and services.
- NurseWise®. Registered nurses provide medical information by telephone 24 hours a day - seven days a week.
- Scheduling. We help in finding providers and making appointments.
- Medical supplies. We assist in getting adaptive equipment and medical supplies.
- Interpreters, including American Sign Language.
- Home visits from Magnolia staff, as needed.
- A Member and Community Advisory Committee that offers input on programs and services.
- Case Managers and MemberConnections® Representatives. Our Advocates answer questions and get you the services you need.



111 East Capitol Street  
Suite 500  
Jackson, MS 39201

866-912-6285  
TDD/TTY 877-725-7753  
Mississippi Relay Services 711

[www.MagnoliaHealthPlan.com](http://www.MagnoliaHealthPlan.com)

# About Caregiving

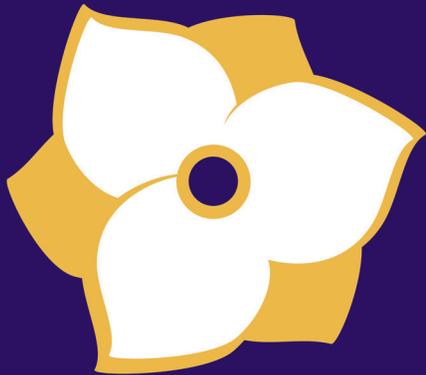


## What is Caregiving?

Caregiving is providing physical and emotional support for a patient at home.

### *A Caregiver's Responsibilities Include:*

- Helping with medicine and therapy.
- Helping with meals, personal care and transportation.
- Helping the patient and family make decisions about the care.
- Recruiting services and other people to help, as needed.
- Helping the patient's healthcare team. (Do not give medical care without proper training. Always ask a healthcare professional about how to give medical care and about any concerns or problems you may have about giving medical care.)



## Emotional Needs of Your Patient:

**Privacy** - Allow your patient time alone and a private place for personal visits.

**Responsibility** - Encourage your patient to do as much as possible on their own to make them feel valuable and in control.

**Respect** - Treat your patient as an important and capable individual.

## Physical Needs of Your Patient:

**Mobility** - If needed, install ramps and handrails, keep walkways open and move furniture for walkers, wheelchairs and canes.

**Personal Care** - If needed, replace handles for brushes, pots, cups, doorknobs with specialized handles. Also keep bedding, clothing and household surfaces clean.

**Communication** - If needed, install a special phone system or intercom system.

## Tips for being a good Caregiver

- Learn about your patient's condition, disease or disability.
- Establish good relationships with your patient's providers.
- Keep records of medication, physical therapy/exercise, and symptoms.
- Take care of yourself! Make sure you are in good mental and physical health.
- Set realistic goals for balancing work, family and time for yourself.
- Join a support group to talk about issues. (Social workers, nurses and churches are good sources for counseling on these topics.)