

Helping With an Appointment

Ask what help the person wants before arranging it. You can offer a limited, useful task such as a ride, company in the waiting room, or help remembering a question.

SAMHSA recommends listening, asking how support would help and agreeing on follow-up. In treatment, family involvement can reflect the wishes of the person receiving care. [1] [2]

Original example: helping while leaving choices with the person

Moment	A useful offer
Before the visit	Would you like a ride, someone to wait with you, or help making a question list?
At the appointment	Would you like me to come in, or wait outside?
During the conversation, if invited	You asked me to help remember the cost question. Would you like to ask it now?
Afterward	Is there any follow-up you would like help with? I can make time on Thursday.

Agree on the task first

- Confirm the date, pickup or meeting place, and the time you are both allowing.
- Ask whether they want you present, speaking or taking notes; do not treat one permission as permission for all three.
- Ask before contacting the provider on their behalf; the provider may need its own permission process.
- Agree where any notes belong and what should stay private.
- Say when you are unavailable so a backup can be arranged.

Keep notes private. Write or type short notes. Use another copy if you need more room. Save and reopen the PDF to check your answers.

Our practical agreement

What help was requested

The task, what I can offer, and anything they do not want me to do.

Visit and travel details they want me to know

Date/time/place; confirmed arrangements; backup contact.

Question or follow-up they want supported

Their priority, my agreed role, and the next contact/time.

If preferences change

Check again rather than insisting on the original arrangement. "Would you like me to step out?" can be enough. This is a practical support planner for a willing adult, not a guide to overriding consent or handling a medical emergency.

Sources and Further Reading

[1] SAMHSA: [Talking to Someone About Help](https://www.samhsa.gov/talking-to-someone-about-help) (samhsa.gov)

[2] SAMHSA: [Finding Quality Treatment](https://www.samhsa.gov/finding-quality-treatment) (samhsa.gov)