

7 KEYS

for navigating a life-changing diagnosis

1. Walk Two Roads

Balance staying positive while also seeking honest, accurate information. This helps you stay hopeful and grounded to reality.

ACTION

Ask yourself what you are hoping for and what you need to plan for just in case?

2. Zoom Out

Every illness has a known pattern to it. Understanding this storyline gives you a birds-eye view of where you are at in your illness and the long view.

Ask your provider "What will my illness look like over time? What can I expect along the way?"

ACTION

3. Know Your Style

Your unique way of being will have as much impact on your illness experience as the illness itself. Harness information about your style to gain more control.

ACTION

Reflect on your tendencies when facing stressful situations and how those might apply in your illness.

4. Customize Your Order

At times you may want to tailor your care to match your values. Use your values and preferences to guide your decisions throughout your illness.

Ask yourself what do you value most?

ACTION

5. Anticipate Ripple Effects

Your inner crew (e.g. family and caregivers) will have a parallel illness journey. Their lives will be affected in multiple ways.

ACTION

Consider what support you need from your inner crew. Encourage them to get information and support too.

6. Connect the Dots

You and your inner crew need to play a central role in co-ordinating information. This enhances continuity and safety, especially at transition points

Ask yourself who will be the manager of your journey?

ACTION

7. Invite Yourself

Initiate conversations with your healthcare team. Don't assume no news is good news. Passive, polite patients are encouraged to be respectfully assertive.

ACTION

Ask questions and seek the information you need so you can make informed decisions.