

PAC-CARD

PATIENT'S-ACTION-COMMUNICATION-CARD
 WWW.PAC-CARD.COM

**You have a medical appointment
 or
 You are admitted to hospital.**

Perhaps you are feeling anxious, intimidated, insecure, or even angry. Perhaps you are confused as to what is going to happen and how things work. This is completely normal.

Of course it is better to stay calm so that you can:

- THINK** clearly
- ASK** questions
- KNOW** people are listening to **YOU**

The questions on this card can help you with this. Use them in any meeting you have with a doctor/health professional.

Explain to the doctor/health professional that you are using this card as a **checklist** to help you communicate in a more effective way.

If you understand what is happening and why, you are also in a position to actively help your own health related quality of life.



1. Take someone with you.

- Whenever possible it is useful to have someone with you, **who knows you** and can also remain objective.
- **Introduce** your companion, and say that they will be helping you understand, remember the meeting and also ask questions if they need to.

2. Give information to any doctor/health professional you have not met before.

Do not assume they already know:

- Your **age, profession** and **social background**.
- Your recent/relevant **medical history** including allergies and medication.

3. Ask Questions to a doctor/health professional you have not met before (& Google them).

- **How long** have you worked here and what is your role/function?
- Do you have access to all my **medical records**?
- If I want to see them, **how do I get access** to my medical records?

4. Describe only your symptoms.

- **Make notes** before hand to refer to.

5. Discuss all of the following points during the meeting:

- **What** is the problem?
- **What** can be done?
- **What** should be done?
- **What** is the (scientific) evidence for their suggestion?
- **When** will this happen?
- **Who** will do this?
- **Who** is in charge of my welfare and treatment here?
- **Who** is my contact person if I have any problems/further questions?
- **What** must/can I do now?
- If you do not understand something ask for it to be explained in another way, for example with pictures.
- If surgery is recommended, ask how frequently they and/or the hospital perform this operation.
- If you would like a second opinion ask what the procedure is, who should you contact.

6. Write the main facts down.

- **Read** them back to the doctor/health professional for them to confirm "What you are saying is..."
- **Remember to keep** your notes carefully and if necessary, over time, refer or add to them.

7. Do not leave or end the meeting until you are clear about what happens next.



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