

Getting the **MOST** from your **HEALTHCARE** **APPOINTMENT**®



Be active in your healthcare. Take part in talks and decisions about you. Seek to understand what you need to do, then make a plan to do it.

Before Your Appointment:

- Write down and prioritize your questions.
- Write a list of main symptoms/concerns.
- Complete any prescribed tests.
- Bring any forms with you.
- Do your own research.
- Update your medication list (prescription, vitamins, herbals, etc.).
- Ask a family member or friend to come with you.



During your appointment:

- Share your list of questions and symptoms.
- Do not expect your health care provider to deal with all of your concerns.
- Ask questions. These are a few good ones:
 - What is my main health problem?
 - What do I need to do?
 - Why do I need to do this?
 - How will this affect my everyday life?
- Listen to your health care provider.
- Answer questions honestly.
- Take notes.
- Ask your health care team to repeat information that you do not understand.
- Double check to see that you got it. Use the “Teach Back” method.

Before you leave your appointment:

- Summarize and repeat back the key facts you talked about.
- If you don't understand, ask! For example, "This is all new to me, can you explain this to me in a simpler manner?" or "Can you show me a picture?"
- Ask how to get more information once you get home.
- Ask for resources and websites where you can learn more.
- Ask who to contact if you have further questions and how to contact them.
- Ask who to follow up with.
- Ask if a follow up is needed.



My Action Plan

1. Something you want to do
2. Achievable (something you can do this week)
3. Action specific (Losing weight is not action specific. Avoiding snacks between meals is)
4. Answer the questions: • *What* • *How* • *When* • *How often*

Adapted from Living a Healthy Life with Chronic Conditions, Lorig et al, 2013

Resources

Self-Management Workshops

www.wwselfmanagement.ca or 1-866-337-3318

Need a Doctor

Healthcare Connect (1-800-445-1822)

Help at Home

Home & Community Care, WW LHIN (519- 748-2222)

Looking for a Community Service

www.thehealthline.ca

Suggested website endings for research (URL's): .edu, .org, .gov

Medical Record Book www.knowledgeisthebestmedicine.org

Contact us:

519-947-1000 or 1-866-337-3318

Email: selfmanagement@langs.org

Website: www.wwselfmanagement.ca