



Effective Communication

Effectively communicating is critical to providing the best possible patient experience. Being actively involved in your own care, reduces stress, increases your confidence, and encourages you to follow through with the medical recommendations of your provider. Thoughtful conversations with your provider can greatly impact better outcomes. As a patient, you have an opportunity to make the most of your office visit by being organized, providing feedback real time, including any questions or concerns you may have, and following your plan of care discussed with your provider.

Consider these tips when speaking with your provider:

- Making the most of you visit- Staying Organized
 - Have any concerns or issues written down to share with your provider
 - Have your current medication list written down, or bring all of your medications with you, along with your current pharmacy you wish to have your medications sent to Have your ID, Insurance, updated paperwork completed
- Provide real time feedback
 - If there is something the provider is saying that you do not understand, tell them- I do not understand what you are telling me
 - If you have concerns about what they are recommending, let the provider know if you do not feel comfortable with their recommendations
 - Suggest what you feel comfortable trying, or what you feel you can agree to take part improving your care

- Following your discussed plan of care
 - Prior to leaving your office visit confirm with your provider that you understand your next steps- Do you understand what you are being asked to do?
 - Make every effort to follow your care plan- examples- take medications, change diet, improve physical activity
 - If you run into any problems, reach out to your provider, and make changes to your plan of care as needed- Your provider wants you to be successful! Let them know if you need help or additional guidance. This is your health journey! You have got this!

Note: Questions that pertain to Provider and Patient Communication are included in several Patient Experience survey tools deployed within the SWHR Clinically Integrated Network (CIN) and by various payors.

Reference:

Medical School Headquarters – 6 Tips for Improving Patient Communication; 6 Tips For Improving Patient Communication - Medical School HQ
Agency for Healthcare Research & Quality: Tools to Help Patients Communicate Their Needs;
<https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>