
Tips to consider during an appointment



It is important that you share information about yourself, your situation and concerns.

- If you are asked to fill in forms with your personal details, consider providing the information you have recorded in the Health Summary section of this folder.
- Tell the health care professional if you have trouble with your hearing or vision, so they can adapt how they communicate with you.
- You may want to ask if the health professional is happy for you to record the consultation – so that you can review the information discussed after the appointment.
- Tell the health care professional about your symptoms, how long you have been having them and how they are affecting you.
- Say what you are concerned about and anything that is unusual for you.
- Ask questions or refer to questions you have prepared.
- Consider asking these 3 questions to help you to clearly understand and act on health information
 - *What is my main problem?*
 - *What do I need to do?*
 - *Why is it important for me to do this?*
- Tell them of any treatment preferences you have.
- Show the health professional the list of medications you are taking.
- Tell them about any medical appointments or treatments you have had since your last appointment (e.g. visits to the emergency, other doctors, hospitals).
- Ask for copies of any test results or a printout of your medications.

It is important that you and your family understand the information you are given. If you do not understand or it's not clear:

- Ask the health care professional to explain it to you another way or to show you with a picture/diagram.
- Tell them that you don't know what the word/s means.
- Repeat the information, instructions or advice back to them in your own words, to confirm you understood.
- Ask them to write it down for you, so you and your family can read it later.
- Ask whether you can have the person's email or contact number, to follow up if you think of other questions after the visit.