

Working with your healthcare team: making the best of your hospital visit.



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Overview



- Importance of good relationship between health care professional (HCP) and you the patient
- How to prepare for your meeting with your HCP

Good communication



- Respect for each other - TIME is precious
- Establish Rapport with your HCP
- Manage your expectations- forward thinking
- Information = Empowerment



Objective



DOCTOR-PATIENT COMMUNICATION



Better DOCTOR-PATIENT COMMUNICATION leads to better healing. Consider these statistics when meeting with your patients in order to optimize your care.

48% 

of patients said they are always involved in decisions about their treatment.

29% 

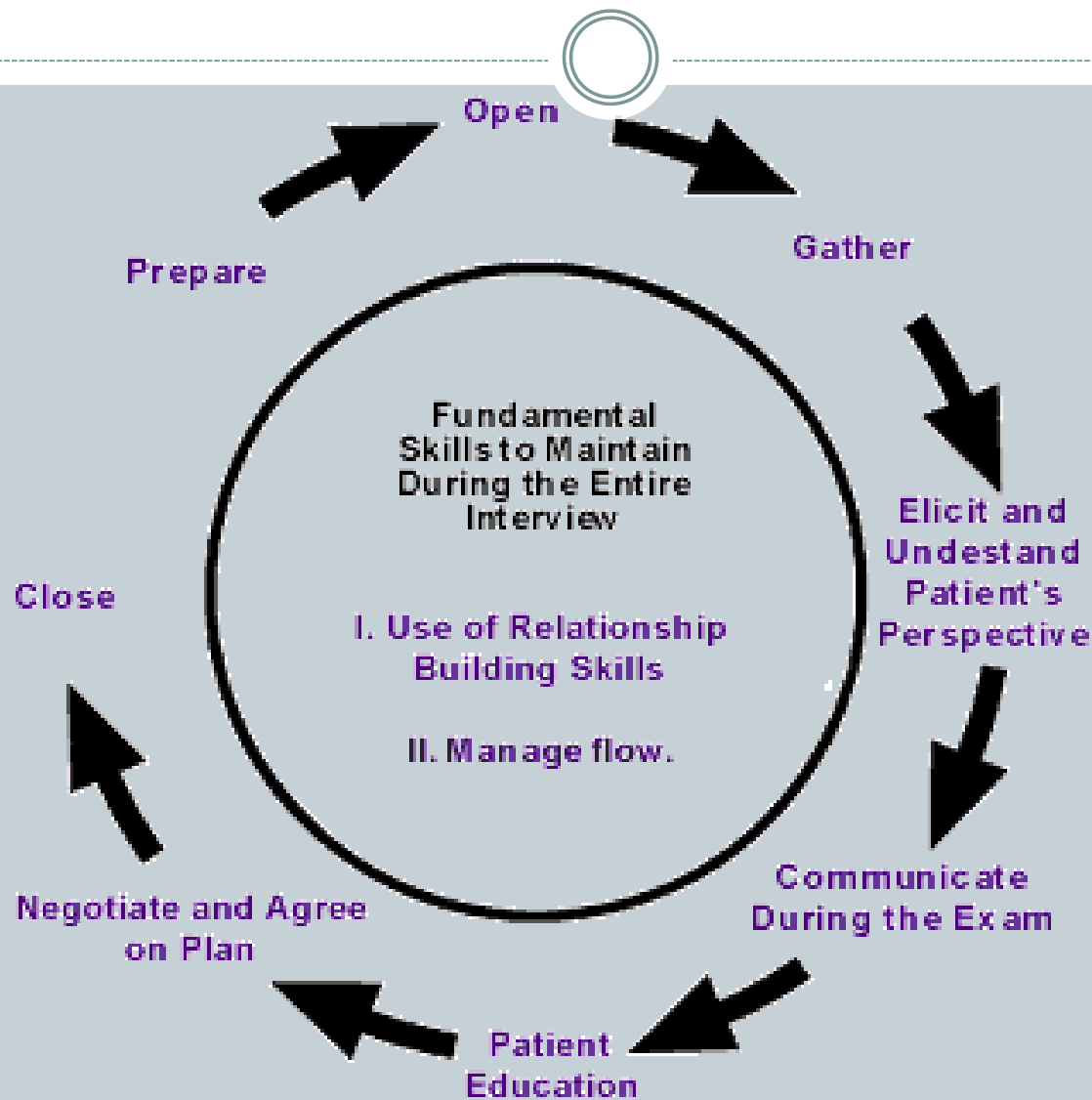
of patients didn't know who was in charge of their case while they were hospitalized.

81% 

of patients and 71% of doctors think communication makes a difference.

In the last ten years, the US Medical Licensing Exam has been testing its applicants on communication skills.

Process from healthcare perspective



Your healthcare team



Meeting with your health care professional



Prepare in advance

- List of past medical history
- List of doctors you attend/ed
- List of medications – dosage etc
- List any allergies
- Family history
- Medical card/health insurance



List your symptoms / concerns



- Clearly state your symptoms
- Keep a diary
- Explain your concerns e.g. A Dr is less likely to pay attention if you come in and say “*my back hurts I want an MRI*” than if you explain “*My sister had cancer that spread to the bone and I am really worried about the pain in my back*”

Learn at your own pace.



- “Ask yourself how much do I want to know?”
- Chunk & check
- Ask your Dr/Nurse for:
 - Contact details - weekend contacts
 - Useful & reliable websites
 - Patient support services- hospital & community



Support from Diagnosis through Treatment



- Anxiety effects hearing and memory
- Bring a family member/ friend
- Ask them to take notes after the consultation
- Ask for instructions from your doctor / Nurse as to what to do if you become unwell at home - act accordingly



Remember its your information



- Don't be afraid to ask questions
- Ask if you don't understand
- Ask the questions as many times as you need to
- List questions in advance
- Refer to list
- You can ask for copies of your letters/reports etc.

Your appointment is a 2 way discussion



If a procedure or treatment is to occur
You need to know..

- What?
- Why?
- How?
- When?
- Where?
- What are the risks?
- What are the consequences?
 - Are there other options?

Sharing of information

- Ensure your Doctors / Community professionals communicate with each other – ASK!!!
 - Haematologist / Oncologist
 - GP
 - Public health nurses
 - Other community specialists – Allied Healthcare Professionals



Be organised for your hospital visit!

Putting all this data into a folder is a good idea so it's easy to access during your visit/diary

Don't take anything for granted. Although information systems are getting better, and communication between systems is improving, you are still the most reliable source of your health care record. Keep your copy accurate and up-to-date. Keep it short and brief.



Some snacks. Often, there are limited food options at the doctor's office / hospital, and you may be waiting for some time. Unless you're told not to eat, or have a complaint that you're not sure how it will go, having a snack on hand is helpful.

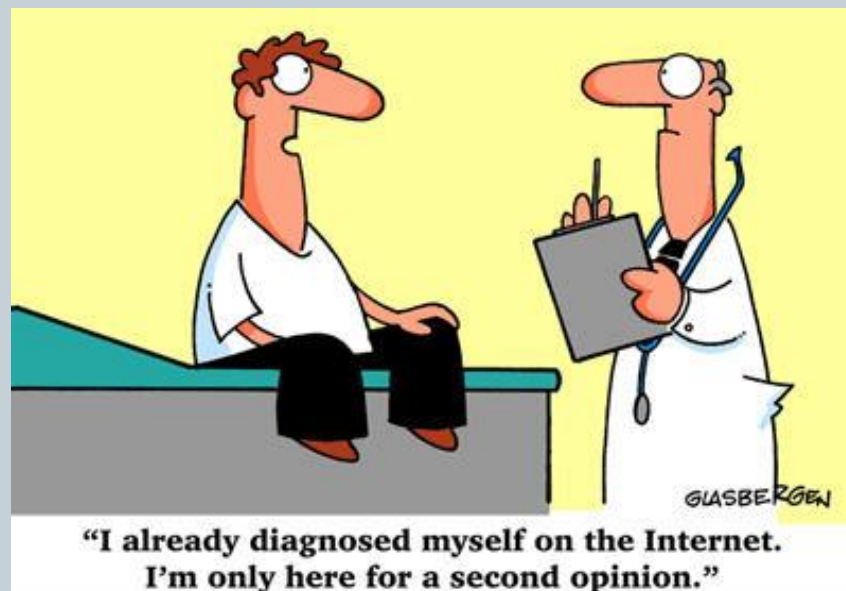
Ways to ask the HCP to listen



- *“I know you are very busy and short on time, but it took a lot for me to get here. So if we could have a brief discussion in which we are both listening I would really appreciate it”*
- *“You seem busy today what is the best way to get in touch when you have a little more time”*

Second Opinion

- If you have any concerns about your treatment or care you can ask for a 2nd opinion
- Tell your doctor of your concerns – most issues are resolved by effective communication
- Ask for help in turning over your care to a new doctor.
- MDT – Many specialists, many opinions



Conclusion



- Be involved in decisions about your care
- Be honest & upfront about your symptoms(physical/ psychological/social)
- Be informed of your treatment and plan of care
- Do not be afraid to ask for help & support

