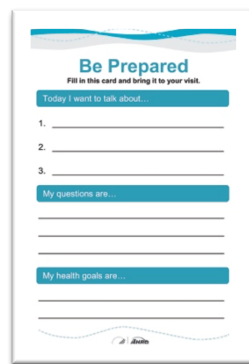


Helping Patients and Families Prepare for an Appointment A Guide for Staff

How can you help patients and families prepare for appointments?

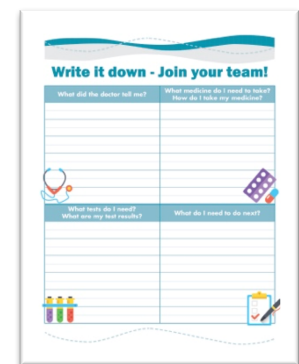
We are using two new tools to help patients and their families prepare for their appointments.

Patient Prep Cards are sent to patients to fill out before their appointment to help them think about what they want to talk about and what their health goals are. If they don't fill out the card before they arrive, they can still fill out the card in the waiting room or even while they wait in the exam room. You can also help them fill out the card.



The Patient Prep Card is titled "Be Prepared" and includes the instruction "Fill in this card and bring it to your visit." It has three main sections: "Today I want to talk about..." with a numbered list (1, 2, 3) and lines for writing; "My questions are..." with lines for writing; and "My health goals are..." with lines for writing.

Patient Note Sheets are kept in the exam rooms. The Note Sheets give patients a place to write things down during their appointment to help them remember important information after they leave.



The Patient Note Sheet is titled "Write it down - Join your team!" and is divided into four quadrants for notes: "What did the doctor tell me?", "What questions do I need to ask? How did I feel and understand?", "What tests do I need? What are my test results?", and "What do I need to do next?". It includes icons for a stethoscope, pills, a clipboard, and a checklist.

How do you use the new tools?

- Mail the Patient Prep Card to patients before their appointments.
- If patients arrive without a completed card, give them one at registration or in the exam room and explain how to use it.
- Offer to help the patient or family member complete the card.
- Stock the exam rooms with Patient Note Sheets and a pen.

Why is this important?

These tools help patients and their families:

- Prepare to be engaged in their health care appointment.
- Prioritize what they want to talk about.
- Communicate their health goals.

