

# A Patient's Guide to Warm Handoffs

## What is a warm handoff?

A warm handoff is a way for your health care team to include you when they share information about you during an office visit. In any handoff, health care team members share information about your health or your plan of care. In a **warm handoff**, they share information in person, with you there too. This helps you join the conversation – **to speak up, ask questions, and better understand.**

## When are warm handoffs used?

There are many chances to use a warm handoff. It can be used every time team members share information about your health or your plan of care. Here are some examples:

- The medical assistant who takes your blood pressure and weight and asks you why you came to the visit can use a warm handoff with the doctor when the doctor comes in.
- The doctor can use a warm handoff when explaining to the medical assistant the treatment you are to get, like a flu shot.

You can ask for a warm handoff if your health care team isn't using it.

## Why is it important?

A warm handoff:

- Lets you hear what your providers are saying about your health and your plan of care.
- Encourages you to speak up, ask questions, and join the conversation about your health.
- Gives you a chance to correct or clarify any information.
- Makes you an active member of your health care team.

