

Checklist to use at my appointment:

- Give a copy of my list to the doctor
- Talk about the most important thing first
- Ask the doctor to explain words I don't understand
- Say 'Can you say that again please?' if I don't understand
- Ask the doctor to write down information
- Check that I have talked about everything on my list
- Ask where I can get more information if I need it
- Check that I know what to do next and when

Checklist for after my appointment:

- Make another appointment if I need one and write down the date
- Book any tests I need and write down the dates
- Ask when and how I will get the test results
- Follow up my test results if I haven't been contacted by my doctor

i **Advocacy and support**
If you are going to support another person to get a health service read through this checklist before you do:

Checklist for supporting another person to get their health needs met:

- Are you clear about the person's health problem?
- Do you know what the person wants to happen?
- Do you have all the information you need to support the person?
- Have you made a plan with the person about how you are going to support them?
- Do you have the tools to communicate with the person in a way they can understand?
- Have you made sure the person has all the information they need to make an informed decision, if possible?
- Are you keeping notes and records of appointments or meetings?

i **Complaints**
If you are unhappy with the service you have received and you would like to make a complaint:

- You can make an appointment to talk things through with the service. Think about taking someone with you for support if you think you will find it helpful.
- You can give the Health Quality and Complaints Commission a call on 1800 077 308 if you are unhappy with the response of the service or feel too uncomfortable to talk to the service directly.

Tomorrow's Queensland:
strong, green, smart, healthy and fair



Health Consumers Queensland

(HCQ) aims to strengthen the consumer perspective in health services policy, systems and service reform and improvement. In acting as your voice in health, HCQ supports consumer, community and patient involvement in all aspects and stages of their individual and collective healthcare journey.

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Getting the Healthcare you need:

Tips to help you get better,
safer health care

Health Consumers Queensland





General tips

To help you get better, safer health care, get to know these tips. If you are using a health service keep this with you to refer to.

1. Be involved in your own health care

Take part in every decision if you can. This gives you more control over your situation. It helps you to get the best health care you can.

2. Speak up if you have any questions or concerns

Ask questions. Expect answers that you can understand.

Ask a support person to be there with you, if you want.

3. Learn more about your health and any treatment you need.

Get as much information as you can, and remember the BRAN acronym.

Ask your doctor or health worker:

- Please tell me more about my condition and treatment.
- **Benefits** - how might the treatment or tests help me, and what is involved?
- **Risks** – what are they and how likely?
- **Alternatives** – what are my other options?
- **Nothing** – what is likely to happen if I don't have this treatment?

4. Keep a list of all the medicines you are taking

Keep a list of all medicines you take in your handbag or wallet in case of an emergency. This includes vitamins, herbs and over-the-counter medicines.

Keep information with you about any drug allergies you have.

5. Understand the medicines you are taking

Read the label and the warnings.

Make sure it is what your doctor ordered for you.

Ask:

- *How do I use the medicine?*
- *What are the side effects?*
- *Can I use this medicine with other medicines I take?*
- *How long will I have to take it?*

6. Get the results of any test or procedure

Call your doctor to find out your results.

Ask what the results mean for you.

7. Talk about your options if you need to go into hospital

For example, ask:

- *How quickly does this need to happen?*
- *Can I be a day patient?*
- *Can I choose my hospital?*

8. Make sure you understand what will happen if you need surgery or a procedure

For example, ask:

- *What happens in the surgery or procedure?*
- *Are there any risks?*
- *Are there other treatments?*
- *How much will it cost?*

Tell your health worker if you have a drug allergy or if you get sick with anaesthetic

9. Make sure you understand exactly what will be done

Ask your doctor to tell you and agree with you about what will be done

Make sure you know where and when it will be done

10. Before you leave hospital, make sure you understand the treatment plan you will use at home

Ask the health worker to explain the plan to you

Make sure you understand your treatment, medicines and follow-up care.

Visit your doctor as soon as possible after you go home



Checklists

The following checklists have things to think about if you are going to the doctor.

Checklist before going to the doctor:

- Have I made a long enough appointment for my needs?
- Have I made a list of questions to ask?
- Have I put the most important health problems first on my list?
- Have I written down my symptoms?
- Have I written down when my symptoms started and how long ago?
- Have I made a list of medicines or any vitamins or herbs that I take?
- Have I thought about whether I need someone with me for support?
- Have I arranged an interpreter (if you need one) to help me communicate?

Checklist of things to take with me:

- Medicare card
- Pension card or health care card (if I have one)
- List of questions to ask
- A letter from another doctor (if I have one)
- Test results (if I have any)
- A person to support me (if I want one)