Communicating with your healthcare provider: improving the safety & quality of your care

What does effective communication look like?



Why is it important?



information about your care is **accurate** and **up to date**





your **goals and needs** are discussed with your healthcare provider and included in your care plan





you know **your care plan & how to manage** your care when you leave a health service



you are **involved** in decisions about your care



you, your family & carer are **given information** about your care & understand your **treatment options**

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

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Communicating with your healthcare provider

You have a right to be treated with **dignity and respect** and for your healthcare provider to communicate with you about your care

How can I effectively communicate with my healthcare provider?

discuss your 'goals of care'

expectations, preferences, including if you have an advance care plan

ask for help

let your healthcare provider know if you need a support person and help to communicate

be open, honest & communicate any changes

to your medical history, medicines and your health including if your family or carer notice a change





you have about your care



provide feedback

throughout your care experience



discuss your ongoing care needs & plan for when you leave

ask about follow-up appointments, involve your carer and if not provided, ask for a copy of your discharge summary

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