

A Few Suggestions from Patients

- When we get sick or need a doctor, we want to get appointment in a reasonable time and have it kept.
- When we enter the office, we want to be treated with respect and not like a burden.
- Nurses and doctors, talk *with* us, not *at* us. We as a patient have a voice. Acknowledge that you hear us.
- Let's break the paradigm that the doctor has a crystal ball with all the solutions. Tell us what we need to bring to the appointment so that we all have a meaningful and productive experience.
- Discuss care options and recovery plans with us to make sure that we fully understand and that we feel all available options are being considered.

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- When tests are needed, provide the results in a timely way with an explanation we understand.
- Primary care physicians and specialists, please coordinate and communicate with each other.
- If the doctor or staff does not know what is causing the problem, let's acknowledge the point and discuss the best course of action.
- It is human nature not to want to hear bad news, but when it is necessary, it is imperative that a plan of action be discussed to include hope and encouragement.