

tips on how to be heard at medical appointments



01 Prepare For Your Visit

This means doing some research on our condition, symptoms, medications, and treatment options. It also means writing down our symptoms, medications, questions, goals, and expectations for the visit.

03 Use Active Listening

Active listening means paying attention to what our doctor is saying, showing interest and engagement, and giving feedback. We can use active listening skills by nodding, making eye contact, paraphrasing, summarizing, or asking follow-up questions.

05 Follow Up After Your Visit

This means reviewing our notes, prescriptions, referrals, or test results, and contacting your HCP if we have any questions, concerns, or feedback.

Compiled from the following on-line sources:



Canadian Women's Heart Health Centre's Community Advocacy Presentation

cwhhc.ottawaheart.ca

FORTUNE Well.

Fortune Well E-Magazine
'How to talk to your doctors—and get them to actually listen'
BY ASIA EWART
August 8, 2022

<http://fortune.com>



Be Respectful But Assertive

02

Respect means acknowledging our doctor's expertise, time, and perspective, and avoiding interruptions, accusations, or hostility. Assertiveness means expressing our needs, concerns, and preferences clearly, firmly, and politely, and asking for clarification, explanation, or alternatives when needed.

Bring A Support Person

04

A support person can be a family member, friend, or professional who can help us communicate with our HCP, remember information, or provide emotional support.

Seek A Second Opinion

06

Sometimes, despite our best efforts, we may feel like our HCP is not listening to our needs, respecting our choices, or providing adequate care. In that case, we have the right to seek an opinion from another provider who may have a different perspective, approach, or solution.



Thank you!

Property of HeartLife Canada
Ver 1.0 - 02/2024

