

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

## What does effective communication look like?



## Why is it important?



# 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?



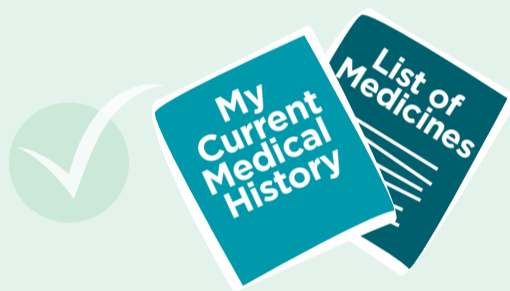
discuss your 'goals of care'

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



ask questions & raise any concerns

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