



**Thanks  
for asking**

**Good healthcare depends  
on good communication**

# Good healthcare depends on good communication

We all know the situation. You've had a talk with the doctor, and afterwards all the questions you should've asked pop up. Perhaps you forgot the questions while talking to the doctor or perhaps you didn't feel comfortable asking them. It's a shame because questions are important.

When you ask questions, you're better prepared to make well-informed decisions. Your questions also ensure that you're heard and that the doctor knows your situation, your wishes and any worries you may have.

Good treatment is a partnership. The doctor is the medical expert. But no one knows your condition better than you, and your knowledge is crucial to the doctor. For those reasons, you should always ask questions if you have any doubts.

We have gathered a number of questions which other patients and relatives have found relevant to ask during various stages of treatment. You can use these questions as an inspiration and write down your own questions on the following pages.

This publication is a co-creation between Sjællands Universitetshospital, The Danish Society for Patient Safety and The Danish foundation TrygFonden.

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# Questions you could ask:

Could you please explain it in another way?

This is new to me. Could you please repeat what you were saying?

Can my wife be present during rounds?

Do I need to go for checkups after I'm discharged?

How can I get help if I need aids or rehabilitation, when I'm back home?

Who do I call if I'm in pain?

I'm worried about something. Can I ask you about it now?

## My questions

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# When you arrive for outpatient care

In connection with treatment (care) or examination, you can get an appointment for outpatient care at the hospital. Whether your visit is a part of a longer course of treatment, or if it's your first visit at the hospital, we are always interested in hearing about your current health situation. Thus, together we find the best kind of treatment for you.

## 3 things you can do

1.

### Tell us

Tell us what is important to you.

2.

### Prepare

Think about what you would like to get out of the consultation.

3.

### Write down

Write down your questions. This way you will not go home with unanswered questions and doubt.



## My questions

Three sets of horizontal lines for writing questions, each starting with a small blue speech bubble icon.



# When you're in treatment

Today, there are often several ways to treat the same disease. Some may suit you and your lifestyle better than others, so it's important that you are aware of the various options and come to a decision. Ask about your options so that you and the doctor can find the treatment that suits you the best.

## 3 things you can do

1.

### Check out the options

Ask about the different types of treatment and ask for information material. You can also ask where you can get more information.

2.

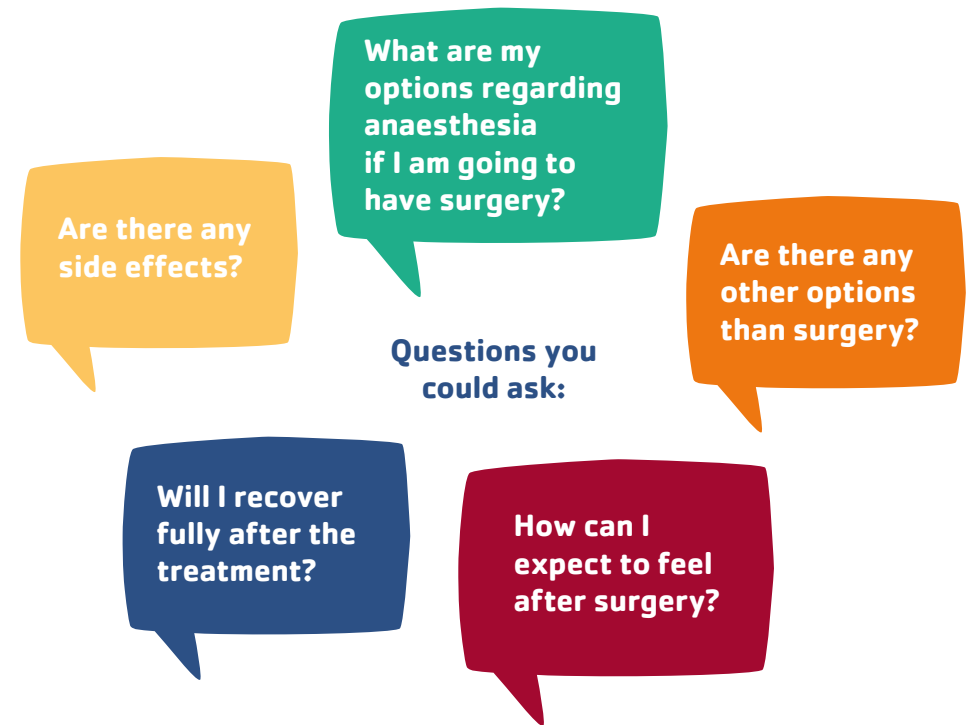
### Know your medicine

Make a list of all the medicines you take – also natural medicines. Write down the name of the medicine, how it works, any side effects you've experienced and how long you have taken it.

3.

### Notify the staff

Remember to tell the staff if you have had any negative reactions to anaesthesia or if the medicine looks different than the one you are used to taking. This way you can help prevent errors.



## My questions

Three sets of horizontal lines for writing questions, each starting with a small green speech bubble icon.







## Good healthcare depends on good communication

On [godtduspør.dk](http://godtduspør.dk) you can find more examples of questions you can ask. Here, you can also find inspiration, videos, tools and tips from doctors, nurses and other employees in the Danish healthcare sector on how to get a safe treatment.

### Advice to remember

Ask questions



Bring along your relatives



Keep track of your medicine



Know the next step



**TrygFonden**

**PS!** Dansk Selskab for PatientSikkerhed

REGION SJÆLLAND  
SJÆLLANDS UNIVERSITETSHOSPITAL



*- vi er til for dig*