Thanks for asking

Good healthcare depends on good communication

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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 did'nt 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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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.





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



When you're going to be examined

Usually, you have to go through a number of examinations or undergo various tests before the doctors can give you a diagnosis. There is often more than one way to examine the same symptoms. You and your doctor will decide what is right for you. Be sure to know what new information the examination will give you – and what the next steps will be.

3 things you can do

1.

Be prepared

Some examinations require preparation, e.g. that you do not eat prior to the examination. Please read the material you have received from the hospital and ask questions if you are not sure what to do.

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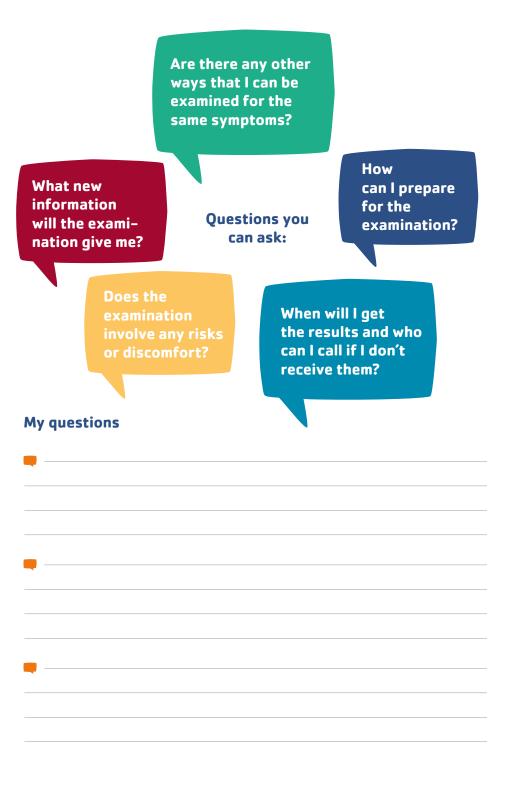
Check your data

To avoid any misunderstandings, you will often be required to state your name and civil registration number, even though the staff already knows you. If you are not asked for this, you can give the information yourself, just to be on the safe side.

3.

Know the next step

When you know the next step of your course of treatment, it becomes easier to invite your relatives or carers to come with you when decisions are to be made. When you know what test results you are waiting for, it is easier to follow up and be prepared.



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.

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.



When you're hospitalized

When you're hospitalized, there are established routines for rounds, examinations, meals, visits etc. Rounds are the daily consultation between you, the doctor and the nursing staff where decisions about your treatment are often made. Ask the staff and read the welcome folder so you know what is going to happen and when it will happen. You're welcome to invite your relatives or carers to be with you when it is important to you.

3 things you can do

1.

Invite your relatives

Invite your relatives or carers to be with you during rounds, discharge and other conversations where decisions are to be made and where you receive important information. Know the next step

Before your discharge, you will probably talk to a nurse about the things you need to be aware of when you get home. It's also a good idea to bring a relative or carer for this conversation.

5.

Ask for help

Call if you need help to go to the bathroom etc. It's better to get help than to risk falling and hurting yourself.



When you're back home

In most cases you have to go for checkups or follow-up examinations after you've been discharged. Perhaps your treatment will continue at the hospital or your own doctor will take over. Therefore, it is important that you know how the treatment will affect your daily life. For instance, whether you will need rehabilitation, whether your medicine will prevent you from drinking alcohol or driving, and when you can start exercising again after your surgery.

3 things you can do

Know the next step Take notes

Note the most important information – e.g. who is responsible for your treatment and who you should contact if you suffer from pains or have questions.

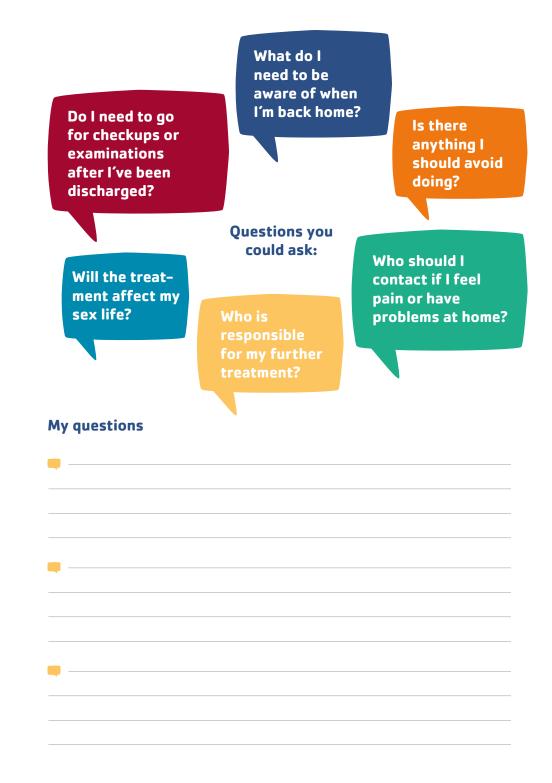
Write it down if you think of something

think of something between the follow-up examinations that you would like to ask the doctor about. This makes it easier to remember at the next consultation or checkup.

3.

Know your medical record

On the website sundhed.dk you can find your own medical records and a lot of other information which the Danish healthcare sector has registered about you. This can give you a good view of your situation.



Good healthcare depends on good communication

On **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.



TrygFonden



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