

# 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?



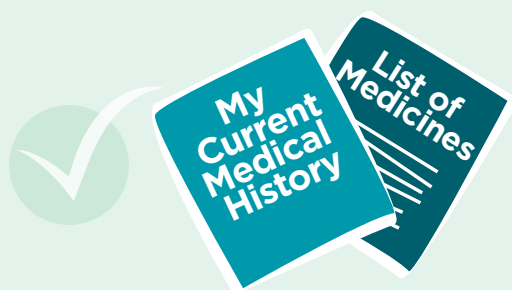
### discuss your 'goals of care'

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