

End the appointment on the right note

- Make sure you understand the recommended treatment/intervention plan. Ask for a copy of it.
- Do not hesitate to ask for more information if you're unsure about something, for example, why your doctor is prescribing a new medication.
- Confirm the information and figure out the next steps.
- Please note: You need to be comfortable with the decisions that you and your care provider make.
- Agree on the best way to communicate between appointments.

Participate in your care

- Express your interest in learning more about your health condition.
- Speak up about how your loved one wants to be involved at each stage.
- Figure out ways to meet your needs.
- Keep doing what you need to do to reach your goals.
- Let your care provider know as soon as possible if you need to miss an appointment.

An essential tool:
[DiscutonsSante.ca](https://discutonsante.ca)



To contact your care provider

Care provider's name:

Contact information:

Centre intégré de santé et de services sociaux
de la Montérégie-Ouest

The care and services partnership

WHAT YOU NEED TO KNOW



santemonteregie.qc.ca/ouest

Centre intégré
de santé
et de services sociaux
de la Montérégie-Ouest

Québec



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This pamphlet is for patients. The informal caregiver (or person authorized to give consent on the patient's behalf) may also find it useful in preparing for an appointment with a doctor or care provider.

This pamphlet:

- Contains tips and tricks for stepping fully into your role as a partner, at every stage of your care and service episode.
- Encourages important discussions and a common understanding of the situation.



Foundations of the care and services partnership approach

- Recognition of each person's individual knowledge.
- Active participation at every stage of the care and service episode.
- Collaboration.
- Relationship based on equality and trust
- Shared decision-making.
- Respect for your needs and preferences.
- Consideration of your life choices.
- Commitment to your care and services.

Prepare for your appointments

- Prepare a list of questions you would like to ask the care provider.
- Write down your medical history and diagnoses so you don't forget anything.
- Bring your list of medications.
- Carefully note all your symptoms, problems, needs and concerns.
- Ask someone to go with you to the appointment and involve them in the discussion, if you want.

Think about your involvement

- How willing and able are you to get involved in your care?
- What type of working relationship do you want with your care provider?
- How do you picture this relationship?
- Are you willing to change your lifestyle habits if necessary?
- How willing and able are your loved ones to get involved in your care and services?

Talk about your concerns and ask questions

- Trust yourself. Draw from your own experience.
- State your needs/goals/preferences in your own words. You might say: "What I would like to do is..."
- State your fears/concerns
- Do not hesitate to ask questions about:
 - The benefits of a particular treatment or procedure;
 - The risks and side effects;
 - The alternatives;
 - The impact of staying with the status quo.
- Determine the goals of your intervention/ treatment plan with your care provider.
- Inform your care provider of any change in your health condition.
- Find out about support groups and organizations that can help you.
- Find out how a loved one can get involved in your care and services.

Equal footing

+

Goodwill

+

Respect

=

TRUE PARTNERSHIP