

# Making the Most of Your Medical Appointments

*Techniques and tips to improve conversations with healthcare providers*

Remember to be an **ACTIVE** participant in your own healthcare journey. This means remembering your own needs and rights in *every* conversation.

- A** dopt an attitude of self-worth
- P** resent Requests
- C** entre your needs
- T** ake up time, space, and resources
- I** dentify your rights
- V** alue your support system
- E** xpect challenges!



Older adults who **SPEAK** up have better healthcare outcomes.



**S** tart at Home:

### **How to prepare?**

Review notes, set priorities, and gather materials to bring. Discuss with your support network.



**P** resent Requests:

### **What accommodations are needed?**

Ask the healthcare provider to help you. E.g., have support person call in or close the door to hear better.



**E** xplain the Issue:

### **What is your story? What do you want from the appointment?**

*Emphasize* your needs; state what you want to accomplish; tell your story.



**A** sk to Understand:

**Do you understand what is being shared with you?** Ask questions to slow down the conversation and gain clarity.



**K** eep Asking:

### **What can you do after the appointment?**

Find where to get more support; talk about the appointment with another person; gather questions and information for follow-up.

