



PLANETREE
INTERNATIONAL

Questions to ask your doctor about Person-Centered Care

DEVELOPED BY PLANETREE INTERNATIONAL PATIENT & FAMILY PARTNERSHIP COUNCIL

INVOLVEMENT OF FAMILY/FRIENDS

- How will my family/friends be supported to be involved in my care and treatment?

PERSONALIZED CARE

- Do you document my health and treatment goals and share them with my care providers?
- Are printed materials available in my primary language?
- Do you maintain open time slots on the schedule for patients who need same-day appointments?
- What are your business hours?

ACCESS TO MY MEDICAL INFORMATION

- What type of information will you provide about my condition and treatment options? Will you provide decision aids to help make the best care decisions?
- Is there a patient portal to access and manage my health/medical information? Am I able to update and input information?
- Am I able to review my care providers' notes in my medical record? Is there an option for me to provide input?
- Do you have a secure medical messaging system to send questions and messages?
- Will I and/or my family/friends be able to participate when my care providers meet?

ENGAGE WITH YOUR DOCTOR/CLINIC

- What processes do you use to get input from patients or family/friends about ways to improve the care experience?
- Do you conduct patient experience surveys? If yes, how do patients rate your practice?
- Does the doctor/clinic/health system have a Patient and Family Partnership Council, or other committees or focus groups, that I and/or my family/friends can participate in to offer input and feedback?