



PLANETREE  
INTERNATIONAL

# How to be an Engaged Patient: Engagement, Input, Feedback

DEVELOPED BY PLANETREE INTERNATIONAL PATIENT & FAMILY PARTNERSHIP COUNCIL

## YOU ARE THE EXPERT ABOUT YOURSELF

- Enlist a family/friend to accompany you to appointments, procedures, and consultations. Ask that they be documented in your medical record.
- Discuss your medical and health goals with your care providers.
- Keep a record of all of your care appointments, procedures, medications, and therapies. Prepare questions and pertinent information prior to appointments.
- Ensure that you have access to your medical record and the ability to provide input.
- Require care providers and family/friends to wash their hands prior to caring for you.
- Utilize "Questions to ask your doctor about Person-Centered Care."
- Utilize "Questions to ask your hospital about Person-Centered Care."
- Complete patient experience surveys honestly and constructively. Take the time to answer open-ended questions.
- If you have financial concerns, discuss resources with your care providers.
- Consider changing care providers if your concerns and needs are not being met.
- Join a Patient and Family Partnership Council at your hospital or clinic.
- Provide feedback on your care, both positive and negative.
- Request a second opinion.

## ACCESS TO MY MEDICAL INFORMATION

- Tell your care providers how you best receive information. Ask for instructions to be provided in writing, pictures, infographics, or demonstration - however you learn best.
- Ask about the information in your medical record that you do not understand.



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## PERSONALIZED CARE

- Document your end-of-life wishes.
- Inform your care providers of your preferred daily routine, to be honored if possible.
- When prescribed medications, ask about side effects, dosage, and interactions with other medications.
- If in the hospital, work with your care providers to establish a visiting schedule appropriate to your needs.
- If in the hospital, discuss light and noise mitigation with your care providers, along with food preferences and meal timing.
- Ask about your care providers experience with conditions similar to yours.
- Discuss with your care providers if a healthcare app would be beneficial to you.

## INVOLVEMENT OF FAMILY/FRIENDS

- If in the hospital, use the white board to identify your family/friends to care providers.
- If in the hospital, notify your care providers if a family member/friend is staying overnight.
- If in the hospital, ensure family/friends are educated, both verbally and visually, in caring for you while in the hospital and after your discharge.

## RESPONSIVENESS TO CONCERNS

- Ask for clarity if you do not fully understand what your care providers are telling you.
- Discuss alternative therapies with your care providers.
- Engage a patient advocate or patient liaison if your concerns are not being addressed to your satisfaction.