



PLANETREE
INTERNATIONAL

Questions to ask your hospital about Person-Centered Care

DEVELOPED BY PLANETREE INTERNATIONAL PATIENT & FAMILY PARTNERSHIP COUNCIL

INVOLVEMENT OF FAMILY / FRIENDS

- Are there limitations on when I may have my family/friends with me? Can they stay overnight?
- How will my family/friends be educated to help care for me, both in the hospital and after discharge?
- What tools are available for me to communicate with my family/friends?

PERSONALIZED CARE

- How do you document my health and treatment goals to share them with my care providers?
- What types of complementary therapies and integrative medicine are available to me at the hospital?
- How will you accommodate routine checks and meals around my schedule?
- Is food available 24-hours a day? Can you accommodate my dietary preferences? Can my family/friends bring in food for me?
- Will I have a window in my room? Will I be able to mitigate the light and noise levels in my room?
- Are there lounge areas or outdoor spaces available for meeting my family/friends?
- Are there any other activities other than television?

CARE COORDINATION

- How will you communicate with my primary care provider and other specialists about my care treatment?
- How will you assist me and my family/friends in scheduling follow-up appointments, filling prescriptions, and learning basic skills to manage my care once I am discharged?
- Will I receive follow-up phone calls after discharge to ensure that I am on track with my treatment plan?
- What tools are available for me to communicate with my care team?



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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?
- How will I access my medical records in the hospital? Is there an option for me to provide input?
- Will I and/or my family/friends be able to participate when all of my care providers meet?

RESPONSIVENESS TO PATIENT/FAMILY CONCERNS

- What process should I and/or family/friends use if there are concerns about my care and condition?
- Can a patient and/or family/friends initiate a rapid response from the care provider team?

ENGAGE WITH YOUR HOSPITAL

- Does the hospital have a Patient and Family Partnership Council, or other committees or focus groups, that I and/or family/friends can participate in to offer input and feedback?

NOTES:
