

# LISTENING & SPEAKING

## Listening & Asking Questions



### THINK

#### Set the Goal

Think about how to be confident when talking with your doctor.

### PLAN

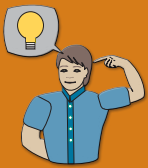
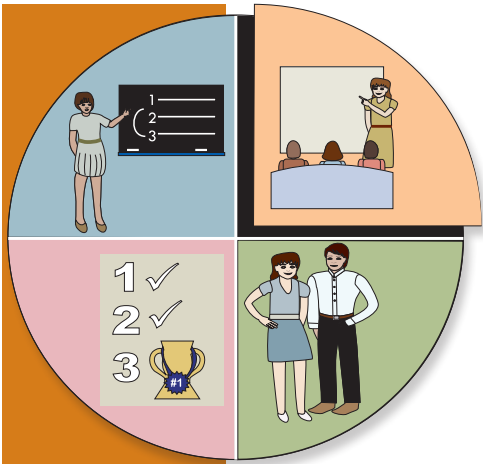
#### Take the Steps

Create a way to ask your questions and understand your doctor.

### DO

#### Make it Happen

Practice your questions and tell your doctor to use plain language.



NAME

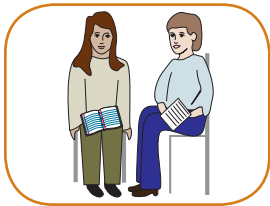


# Lisa's Story



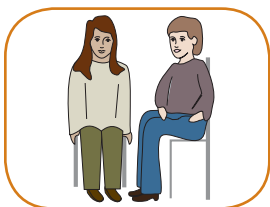
**THINK:** Lisa wanted to feel confident and relaxed when meeting with her doctor. Her doctor's appointments made her nervous. She did not understand what her doctor was telling her. Lisa wanted to ask him questions and understand his answers.

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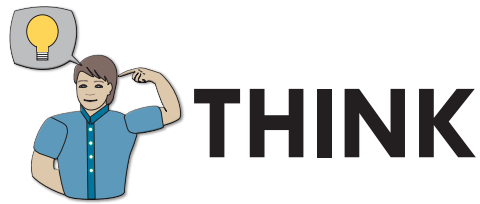
**PLAN:** Lisa decided to get help from her support person to be ready for her appointment. She wanted to write down questions to ask. Lisa also wanted to explain to her doctor that using plain language helps her understand. Lisa discovered that preparing ahead of time made her feel more confident.

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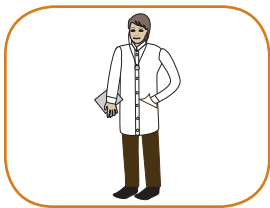


**DO:** Lisa wrote down her questions and practiced with her support person. She also wanted her support person to take notes. Lisa asked her doctor questions and was able to listen. She talked to her doctor about using plain words and speaking to her directly. Lisa was prepared and in charge.

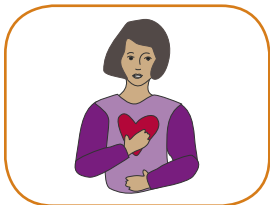
# Setting the Goal



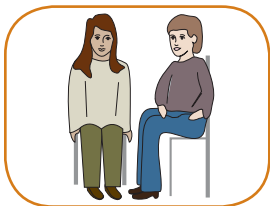
How can I be confident when talking with my doctor?



How do I feel when I don't understand?



What can help me understand what my doctor says?



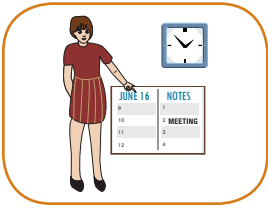
1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

# Taking the Next Steps



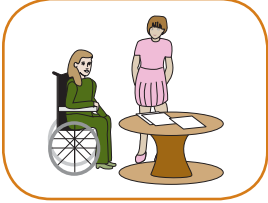
## PLAN

### Before my doctor appointment:



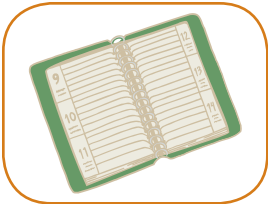
- Tell my support person how to help me.
- Write down and practice my questions.
- Practice asking my doctor to use plain words.
- Other \_\_\_\_\_

### During my appointment:



- Ask my questions and listen carefully.
- Take notes with support.
- Tell my doctor to talk to me, using plain words.

### After my appointment:



- Review notes with my support person.
- Follow-up on suggestions.
- Put next appointment on my calendar.

# Making It Happen



I will start my plan:



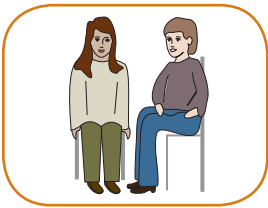
Date

My Appointment Date:



Date

**Before** my appointment:



- Write down and practice my questions.
- Practice asking my doctor to use plain words.

**At** my appointment:



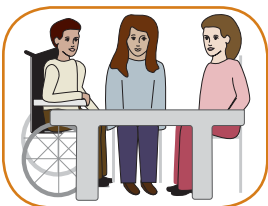
- Ask my questions.     Take notes.
- Tell my doctor to talk to **me** in plain words.

**After** my appointment:



- Review notes with my support person.
- Follow-up on suggestions.
- Put next appointment on calendar.

I will get support from:



- Friend       Family       Support Person

Name: \_\_\_\_\_