

The patient is an important member of the health care team in managing their health condition.

Health Care Providers Take **PART!**

Get the most out of the health care visit



Prepare for the visit

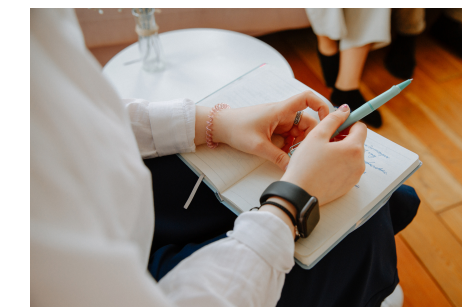
Ask Questions

Repeat

Take action!

Information modified from Self-Management Resource Center
Chronic Disease Self Management Program

Your patient is an important member of the health care team!



Get the most out of the **Health Care Visit!**



Prepare

It is important to be prepared for the visit to make the most out of the time:

- Consider the space you will be using to meet with your patient.
 - Clinic Rooms- make sure you have the tools/written material readily available
 - Virtual Appointments- consider mailouts/emails prior to appointment of resources to support
 - Home Visits- ensure you bring the resources with you that will help support
- Know how to link your patients with chronic disease to the information they need to self-manage (<https://www.centralhealth.nl.ca/chronic-disease>)
- Provide your patient with a "Take PART for patients" brochure to encourage them to make the most of their appointment time with you
- Encourage your patient to bring a friend/family member with them to their appointment
- Review chart information

Ask

Asking your patient questions can bring out important information. ASK:

- "What is your main concern that brings you to this appointment today?"
- If they have a notebook to take notes during their appointment. If not, provide one
- If they would like information written down in their notebook
- If they are taking their medications as prescribed (e.g. "How often do you miss a dose?")
- Do they need any information repeated
- Do they need additional supports with self-management (i.e. group/individual programming)

Repeat

Repeat back key points talked about during the visit:

- Say to your patient "What I heard you say was.... Is that correct?"
- Have your patient teach back what you have asked them to do Say " We covered alot today and I want to make sure I have explained things clearly. Can you restate what we talked about?"
- Chunk & Check- Don't wait until the end of the appointment to teach back- chunk out the information in small segments to check to see if it is clear and that your patient is following what you are saying
- Explain things in a different way if it isn't clear

Take Action

At the end of the visit ensure the patient knows what to do next:

- Inform your patient on how they can check back on their test results
- Ask your patient if they would like a follow-up appointment. Remind your patient to follow-up with other care providers as indicated
- Ask your patient if your recommendations is something that they can and or will do. Say something like "We talked about a lot and I suggested... Is this something that you can do?"
- Use written handouts to support what was discussed in appointment including recommendations that your patient can leave the appointment with. Highlight the important parts