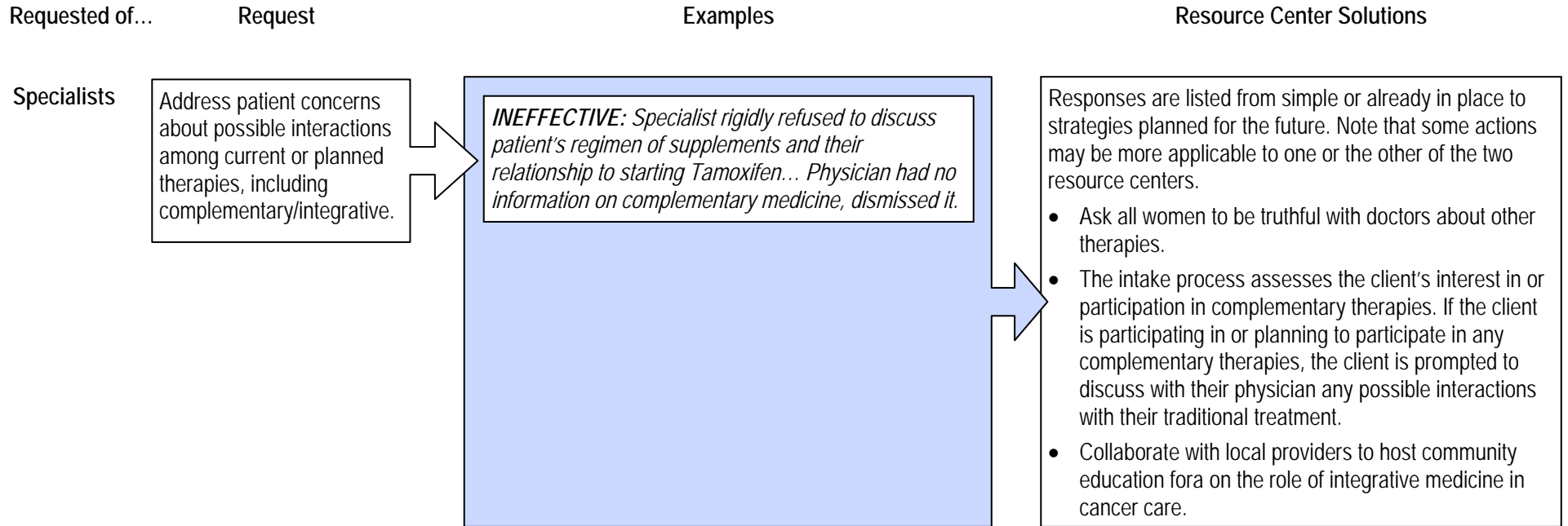


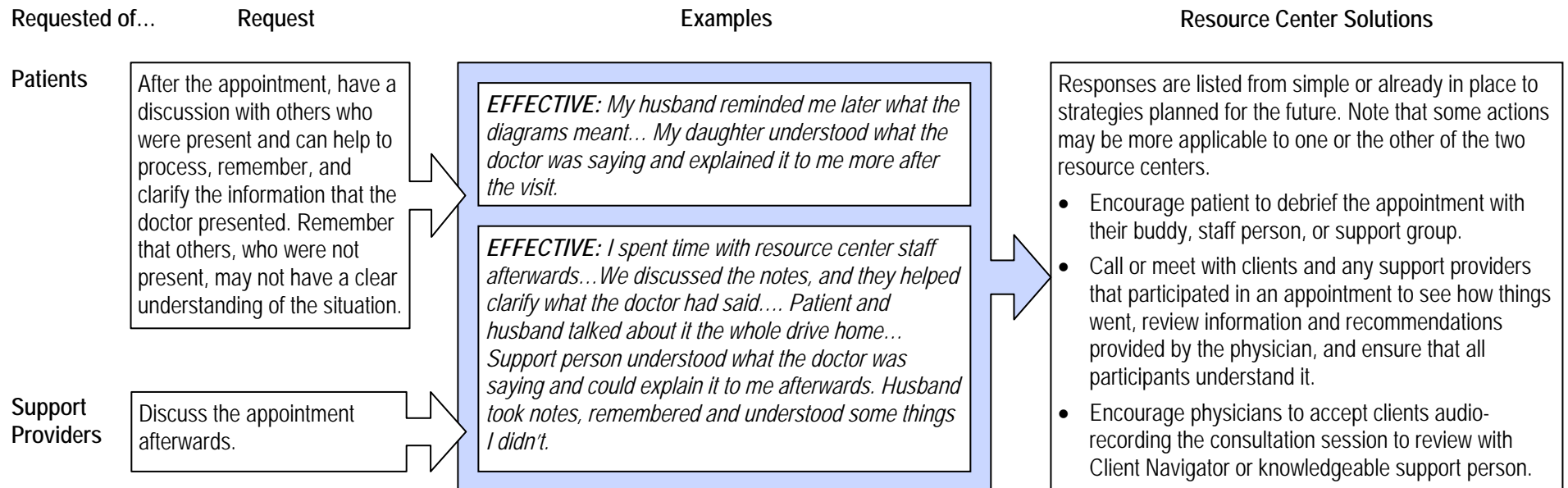
THEME 1: COMPLEMENTARY OR INTEGRATIVE THERAPY

Alternative, non-Western therapies; whole-body approach. Complementary or Integrative Therapy formed the basis of a request made of Specialists, with a total of 3 participants citing examples of this theme.



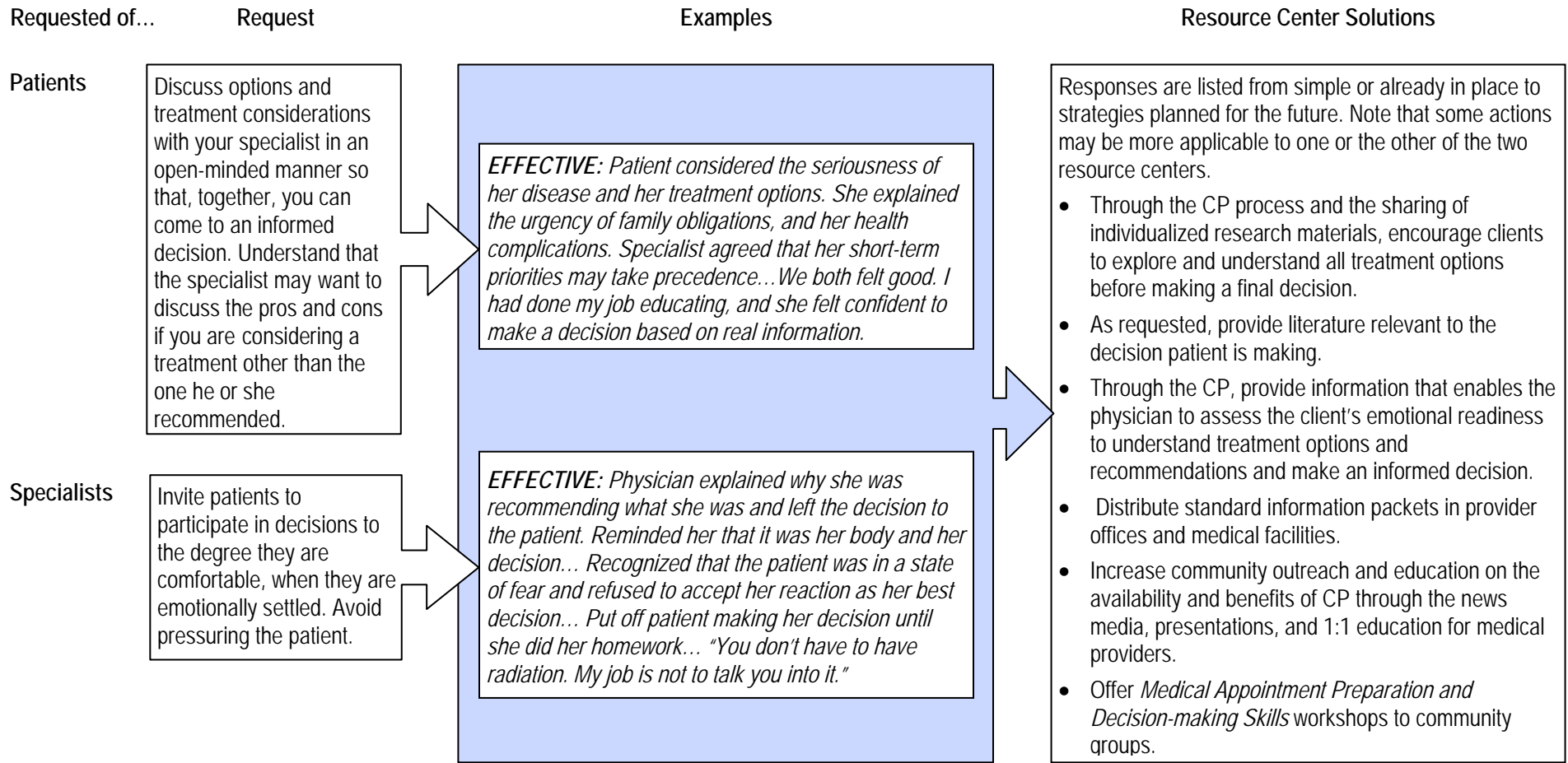
THEME 2: DEBRIEF

To discuss the appointment and or issues that were brought up during the appointment and/or issues that were affected by the appointment after it had ended. Debriefing formed the basis for requests made of Patients and Support Providers, with a total of 8 participants citing examples of this theme.



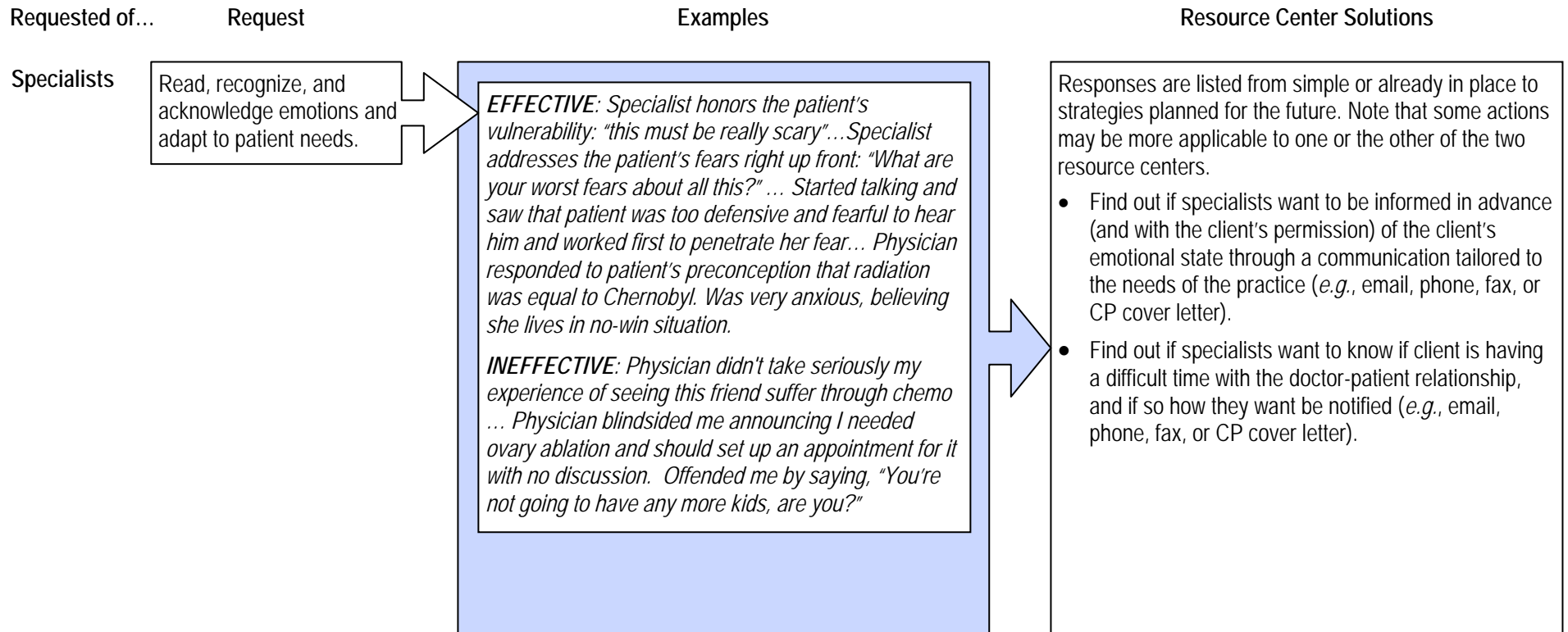
THEME 3: DECISION MAKING

The process by which the patient and physician discuss and come to agreement about options and choice of treatment. Decision Making formed the basis for requests made of Patients and Specialists, with a total of 18 participants citing examples of this theme.



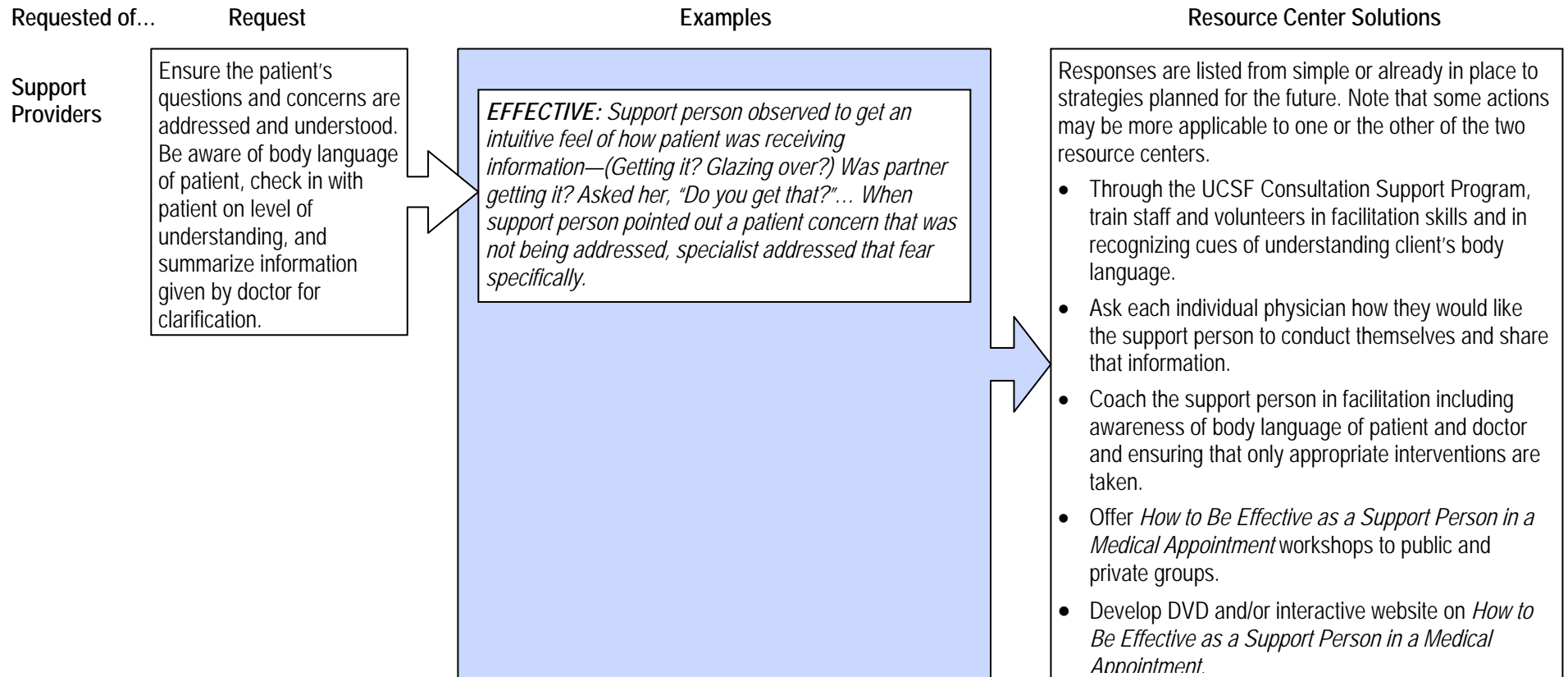
THEME 4: EMPATHY AND RESPONSIVENESS

Sensitivity to needs and feelings of patients; being sensitive and responding to patient needs and concerns. Empathy and Responsiveness formed the basis for requests made of Specialists, with a total of 28 participants citing examples of this theme.



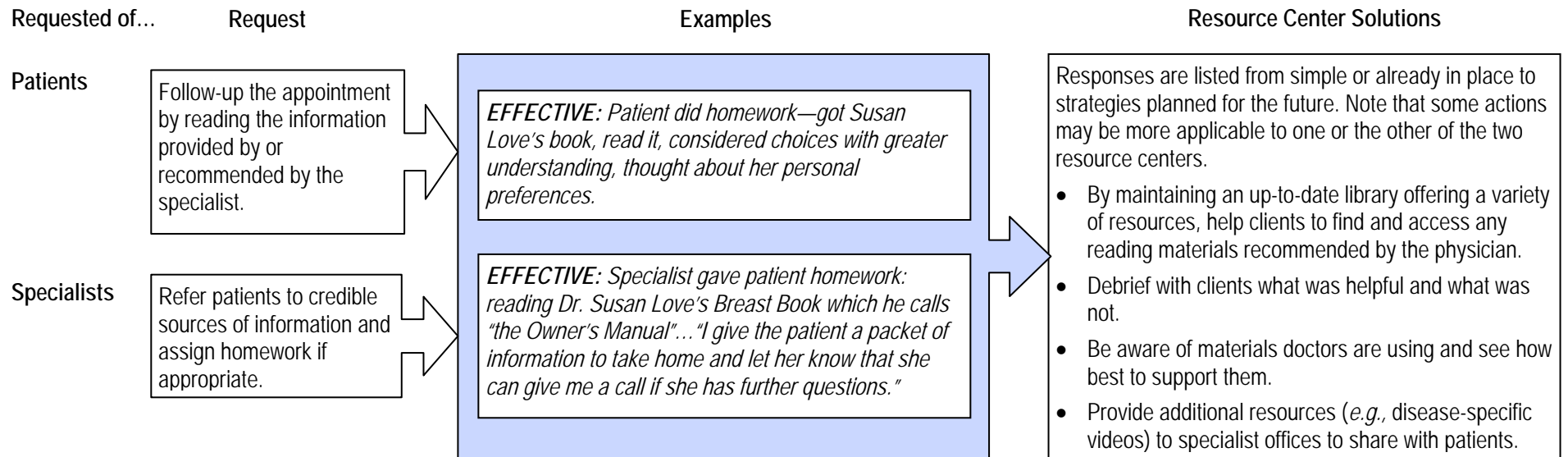
THEME 5: FACILITATION

Help increase appointment effectiveness; clarify, summarize, paraphrase, assure balance, and prompt to surface issues that are important to clients. Facilitation formed the basis for requests made of Support Providers, with a total of 20 participants citing examples of this theme.



THEME 6: HOMEWORK

Reading materials that the doctor gives or recommends to the patient as a way to increase knowledge of her situation and/or choices. Homework formed the basis for requests made of Patients and Specialists, with a total of 4 participants citing examples of this theme.



THEME 7: INFORMATION

Printed, recorded or spoken facts that provide general knowledge relevant to the patient's situation. Includes experience—medical background and/or past history of breast cancer. Information formed the basis for requests made of Patients and Support Providers, with a total of 17 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patients	Ask your doctor or resource center for referrals to credible information sources and review that information prior to the appointment.	<p>EFFECTIVE: <i>Patient had done some research ahead of time—internet, books, materials from specialist or resource center—so she was familiar with options and procedures... Was able to ask intelligent questions.</i></p> <p>INEFFECTIVE: <i>Patient has no understanding of her disease—during appointment answers every question "It can't be breast cancer, my breast doesn't hurt."</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Update information from internet subscriptions on a weekly basis and catalogue in an electronic information system. • On request, search for and provide materials and resources such as books, audio and video materials (<i>e.g.</i>, FIMDM videos on Early Stage Breast Cancer, Hormone Therapy and Chemotherapy, Breast Reconstruction, and DCIS), up-to-date websites, and lists of web resources. • Provide a cover sheet with all information that says we do not give medical advice and request that patient discuss all information with their doctor. • On request, provide 1:1 consultations to further client understanding of specific medical issues. • Encourage attendance at support groups where clients hear many different kinds of experiences. • Dispel myths by role modeling, explaining that others have been there, letting clients discuss their fears, sharing personal experiences, and emphasizing that theirs is one in a range of experiences. • Conduct a "listening tour" to identify information that specialists would like patients to know before they come in for an appointment. • Establish an early referral system with safety net clinics, allowing time for the Navigator to meet with clients prior to their appointments. • Research, purchase, and stock libraries with Spanish language videos, books, websites, and other materials. • Increase culture-specific resources for American Indian clients. • Recruit additional bilingual/bicultural staff and volunteers.
Support Providers	Provide patient with credible medical information prior to the appointment. Dispel myths and preconceptions. Keep neutrality and direct patients to discuss information given with their providers.	<p>EFFECTIVE: <i>Resource center provided books and other reading materials prior to the medical appointment... directed the patient toward websites that would help her to prepare for her appointments with specialists.</i></p> <p>INEFFECTIVE: <i>It is easy for a patient to hear only part of information that is offered, and form a preconception. For example, you may tell her about a new drug and she may only remember the side effects.</i></p>	

THEME 8: INTERPRETATION

Translate and interpret words and meaning to facilitate communication and cultural understanding. Interpretation formed the basis for requests made of Specialists and Support Providers, with a total of 4 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Specialists	Work with interpreters to make sure limited English proficiency patients understand and are heard.	<p>EFFECTIVE: <i>The doctor stopped and explained better when prompted by the interpreter... The specialist directed questions to the patient, not to the interpreter, and this let the patient know that the specialist was focused on her.</i></p> <p>INEFFECTIVE: <i>The way he was explaining things made it hard for the interpreter to interpret it. He was not using simple words.</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Arrange with an existing trained medical interpreter network to provide interpretation services, provide a trained Spanish interpreter, or otherwise facilitate a trained interpreter being present. • Notify the medical office of the interpreter's participation and need for additional time for the medical appointment. • Educate medical office management to discuss with their staff the need to schedule extra time for appointments that include medical interpretation. • Research and understand current interpretation services available through the medical system and how best to support them. • Review best practice protocol for appointments involving interpretation with each specialist and share protocols with specialists. • Research if there is a need for providing services to Hmong women. • Follow up with previously trained medical interpreters to update and maintain Resource Database. • Maintain an updated list of available Spanish medical interpreters and provide it to specialist offices.
Support Providers	Provide a trained bicultural interpreter to accompany non-English speaking patients to facilitate communication and understanding. Ensure extra time is scheduled for appointments involving interpreters.	<p>EFFECTIVE: <i>Interpreter made sure that she understood—refocusing or re-asking what specialist had told her: "Did I understand correctly?" "Did you say...?" or "This is what was said, right?"... Interpreter explained her role to the doctor at the beginning of the appointment: "I'll do my best to interpret quickly and clearly, but if I find you're going too fast, I'll put up my hand like this, would that be all right?" The doctor liked that.</i></p>	

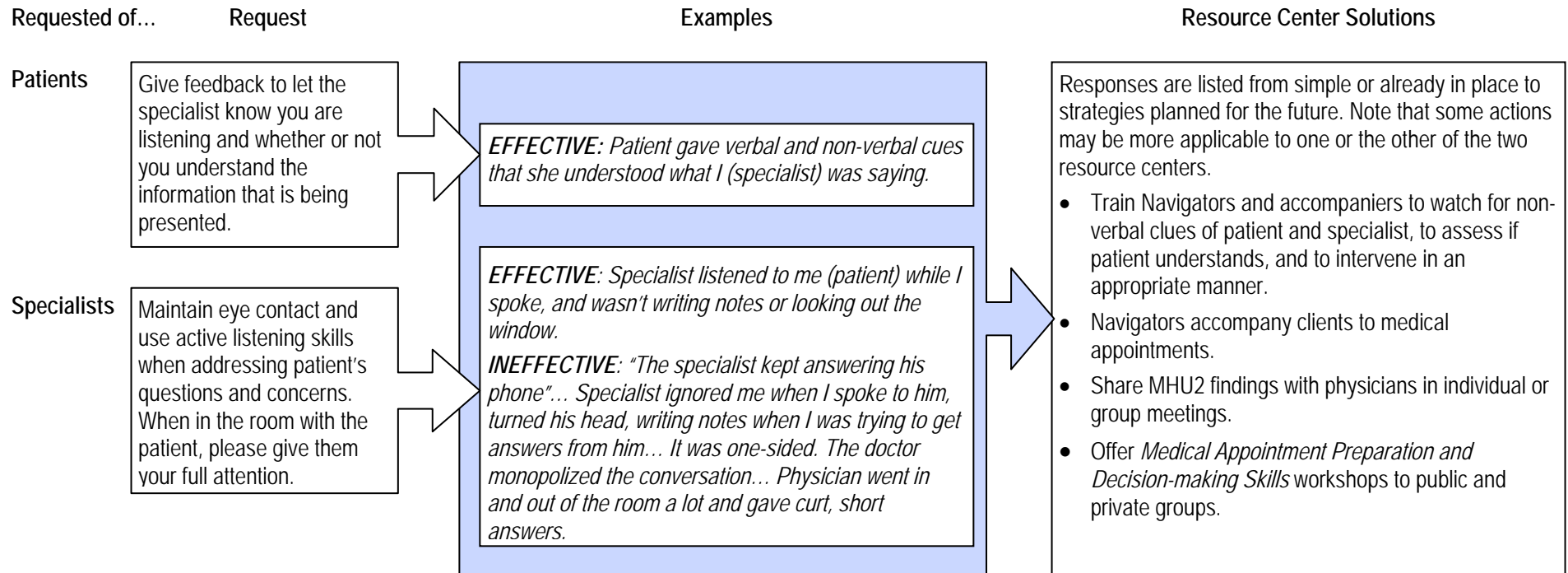
THEME 9: LIST OF QUESTIONS

A Consultation Plan (CP) or other printed list of questions. Lists of Questions formed the basis of requests made of Patients, Specialists, and Support Providers, with a total of 21 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patient	Prepare a written list of questions or a Consultation Plan prior to the appointment.	<i>EFFECTIVE: It was helpful that the patient always had questions written down, this made it easy for me to translate and be sure their questions got answered... Patient had a list of questions prepared and already knew the important things to be thinking about.</i>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Offer CP services for all clients prior to their medical appointments. • Develop and provide clients with a standard list of questions pertinent to each specialty. • Encourage support person to participate in CP session. • Ask client if they would like a copy of the CP to be sent to the primary care provider. • Ask specialists about the best format for a list of questions and how best to get it to them in advance. • When appropriate, deliver a copy of the CP to the physician in advance of the medical appointment. • Develop direct referral agreements with providers. • Increase community outreach and education on the availability and benefits of CP through the news media, presentations, and 1:1 education for medical providers. • Review and evaluate the consultation planning program. • Recruit and train more consultation planners. • Produce a DVD and an interactive website illustrating the CP experience and disseminate through physician's offices. • Host an in-service training for physicians on best practices in physician-patient communication led by Dr. Jeffrey Bellera
Specialists	Ask patients if they have written down a list of questions and concerns, and if so, acknowledge their preparation and then refer to the list during the consultation.	<i>EFFECTIVE: Specialist started by thanking patient for preparing a Consultation Plan... Acknowledged that patient had taken the time to put questions/concerns together and that he saw she was more calm, comfortable, and aware of her concerns... One specialist looks at the CP ahead of time and touches on specifics during his talk.</i>	
Support Providers	Assist patient to prepare a written list of questions and get it to the doctor in advance of the appointment.	<p><i>EFFECTIVE: Resource Center helps the patient prepare by prioritizing a written list of questions and concerns for upcoming medical appointments... Helps to focus the patient's questions ahead of time and allows specialist to tailor his presentation... Always better to have a list of questions, even if not faxed beforehand, because it puts questions in the patient's own words; shows me the goal linked to those questions; is in the patient's native language; and if it comes in advance, I can look things up ahead of time.</i></p> <p><i>INEFFECTIVE: Patient didn't know what questions to ask the surgeon and never got an explanation of the difference between lumpectomy and mastectomy before her surgery.</i></p>	

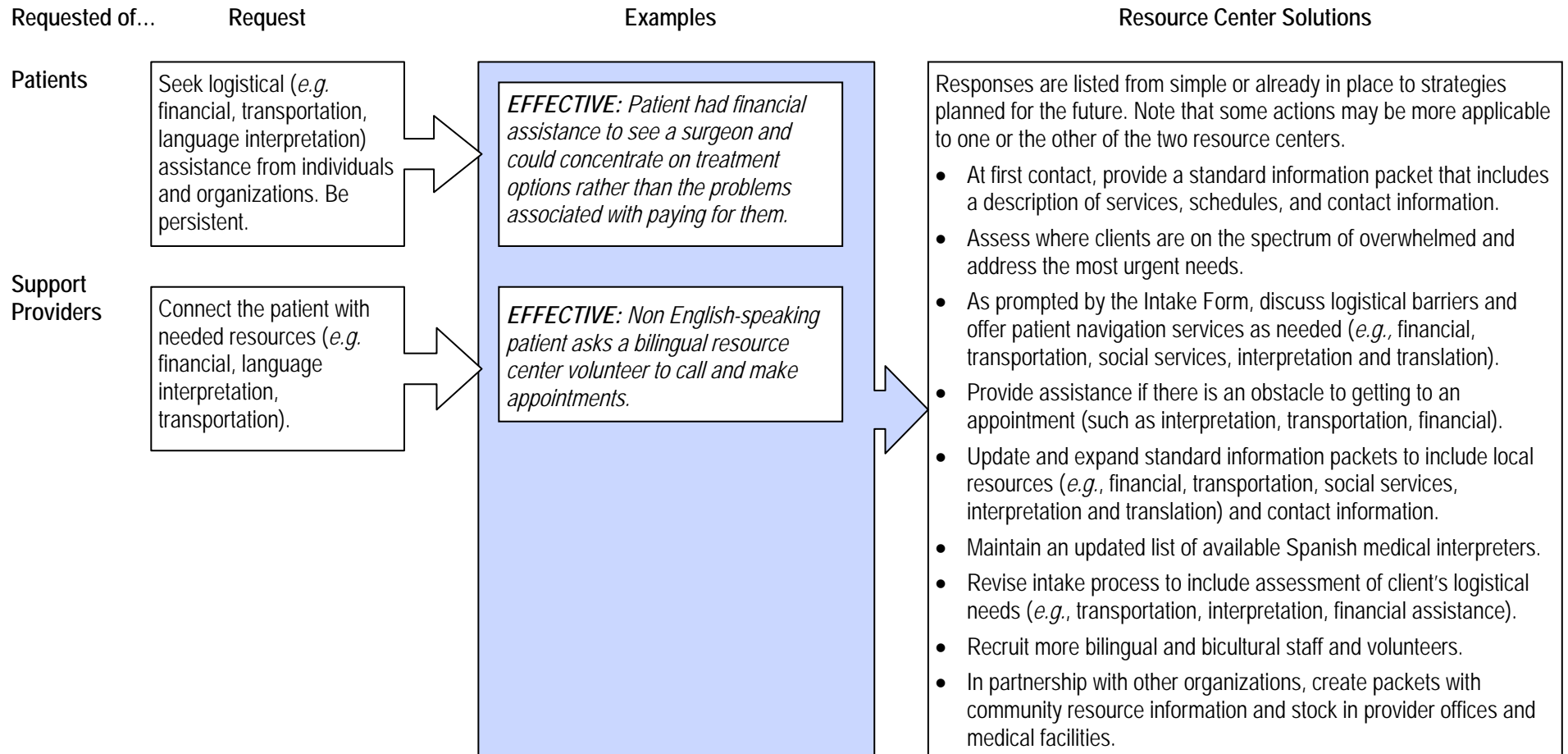
THEME 10: LISTENING

To pay attention to, hear, and understand the information that another is attempting to communicate. Listening formed the basis for requests made of Patients and Specialists, with a total of 18 participants citing examples of this theme.



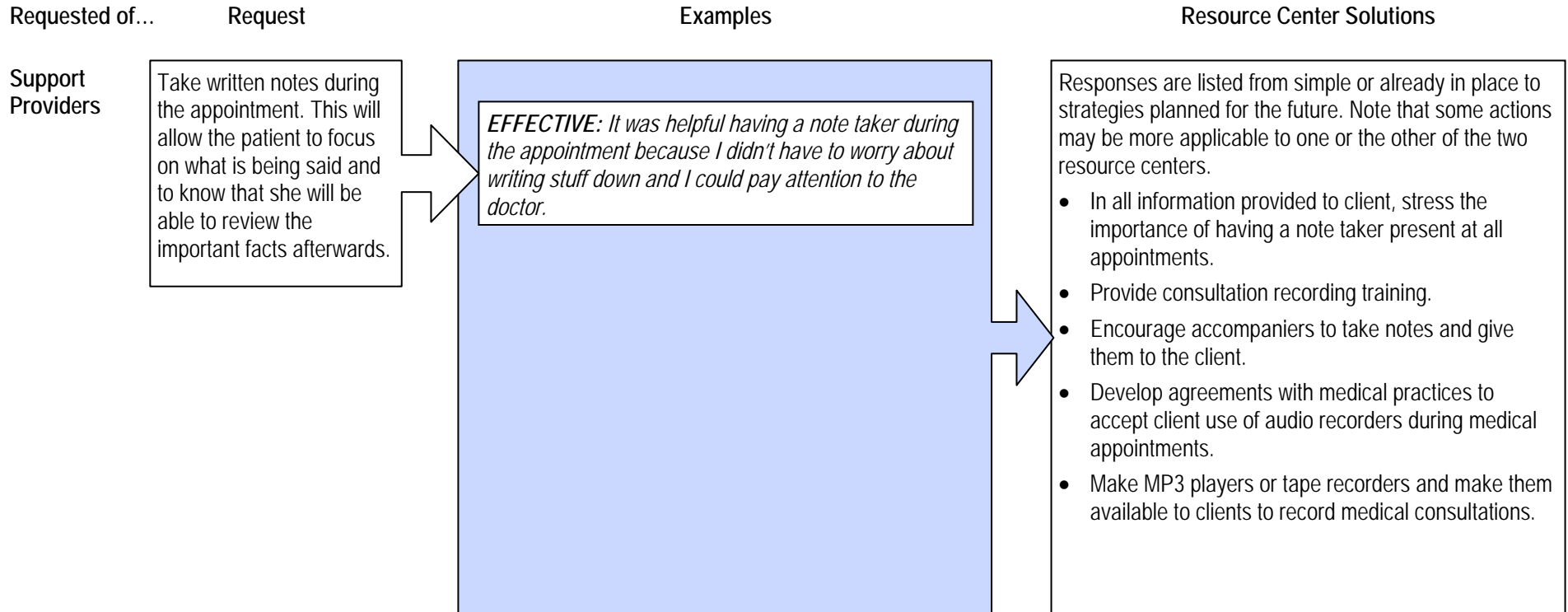
THEME 11: LOGISTICAL SUPPORT

Providing for the structural needs of the patient including financial needs. Logistical Support formed the basis for requests made of Patients and to Support Providers, with a total of 2 participants citing examples of this theme.



THEME 12: NOTE-TAKING

The process of documenting the appointment in written format. Note-Taking formed the basis for requests made of Support Providers, with a total of 8 participants citing examples of this theme.



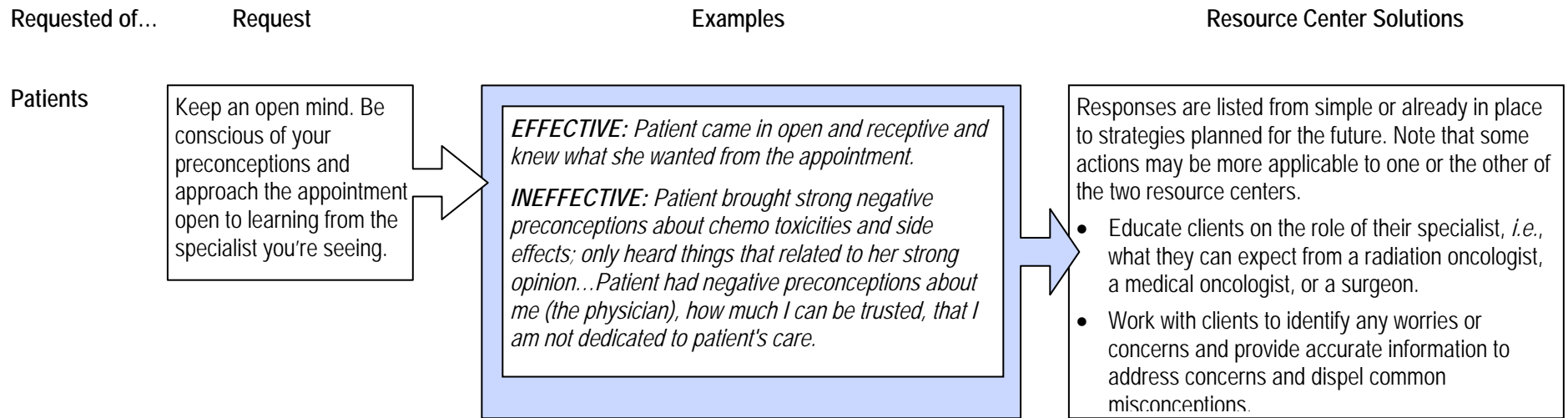
THEME 13: OFFICE ENVIRONMENT

The physical environment and layout of the specialist's office, waiting room, and exam rooms. Office Environment formed the basis of a request made of Specialists, with a total of 2 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Specialists	<p>Attention to the aesthetics of the office and exam rooms is important to the patient experience. Special attention should be given to the seating arrangements for patient and companioner comfort and ease.</p>	<p>EFFECTIVE: <i>Physician's office visually pleasing... Fresh flowers in patient room, pillow had an actual pillowcase, the gown was a lovely kimono "that actually fit me." Fresh, not tattered, magazines.</i></p> <p>INEFFECTIVE: <i>"Physician seated my husband and I squashed together against the wall and we felt like schoolchildren sat in the corner for being bad."</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Poll support groups to get recommendations for re-doing offices. • Offer specialists suggestions provided by clients for improving office environment and aesthetics. • Redesign evaluation forms given to clients post-treatment (radiation and chemotherapy) to make it easier for clients to make specific aesthetic/space recommendations. • Research possibilities for providing donated fresh flowers to doctors' offices. • Research possibilities for traveling art shows of clients' and supporters' work to be displayed in specialist offices. • As a healing arts project for cancer patients, identify a local artist to supervise clients in the creation of ceramic tiles for display in specialist offices on a rotating basis

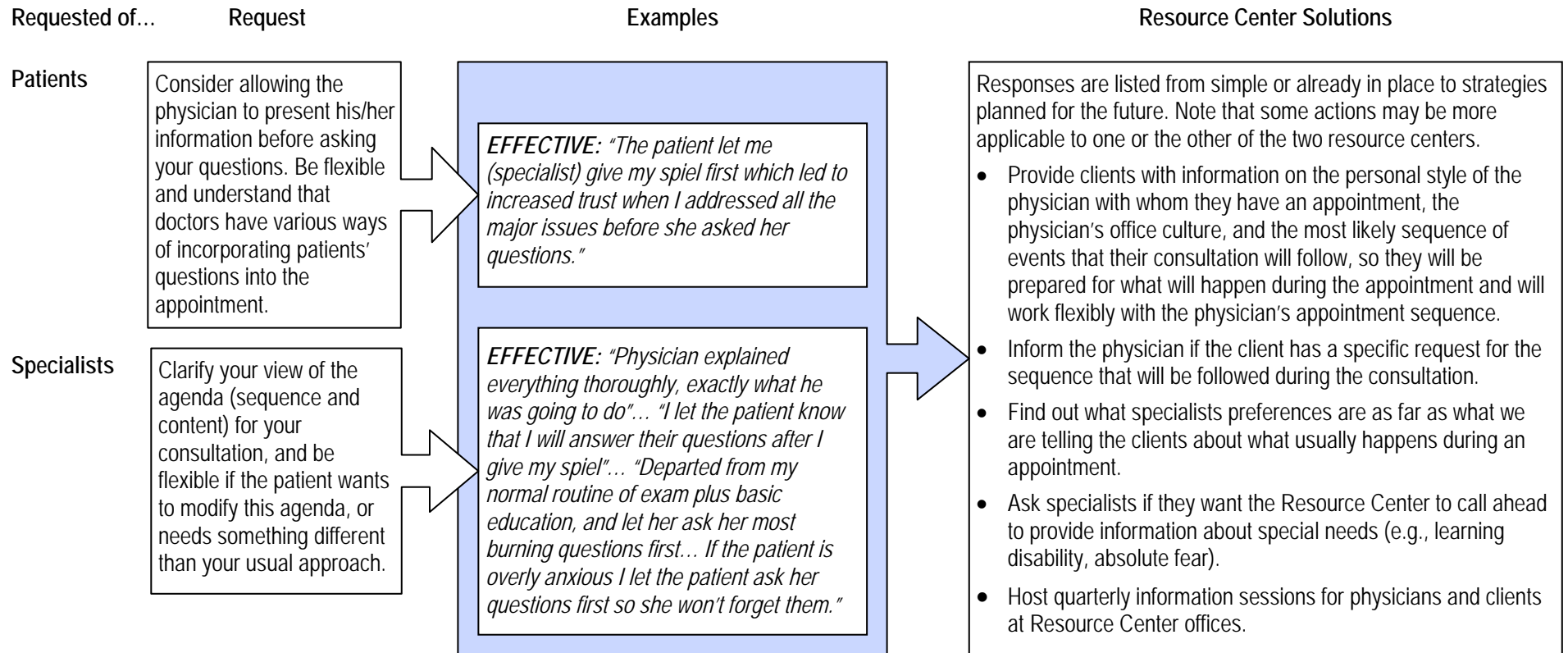
THEME 14: OPEN MIND

The ability to set aside and/or let go of bias and preconceptions or pre-formed opinions about motives, competence, and trustworthiness; openness to hearing new ideas. Includes trust—trusting that both doctor and patient are concerned about the patient's medical well-being. Open Mindedness formed the basis of a request made of Patients, with a total of 13 participants citing examples of this theme.



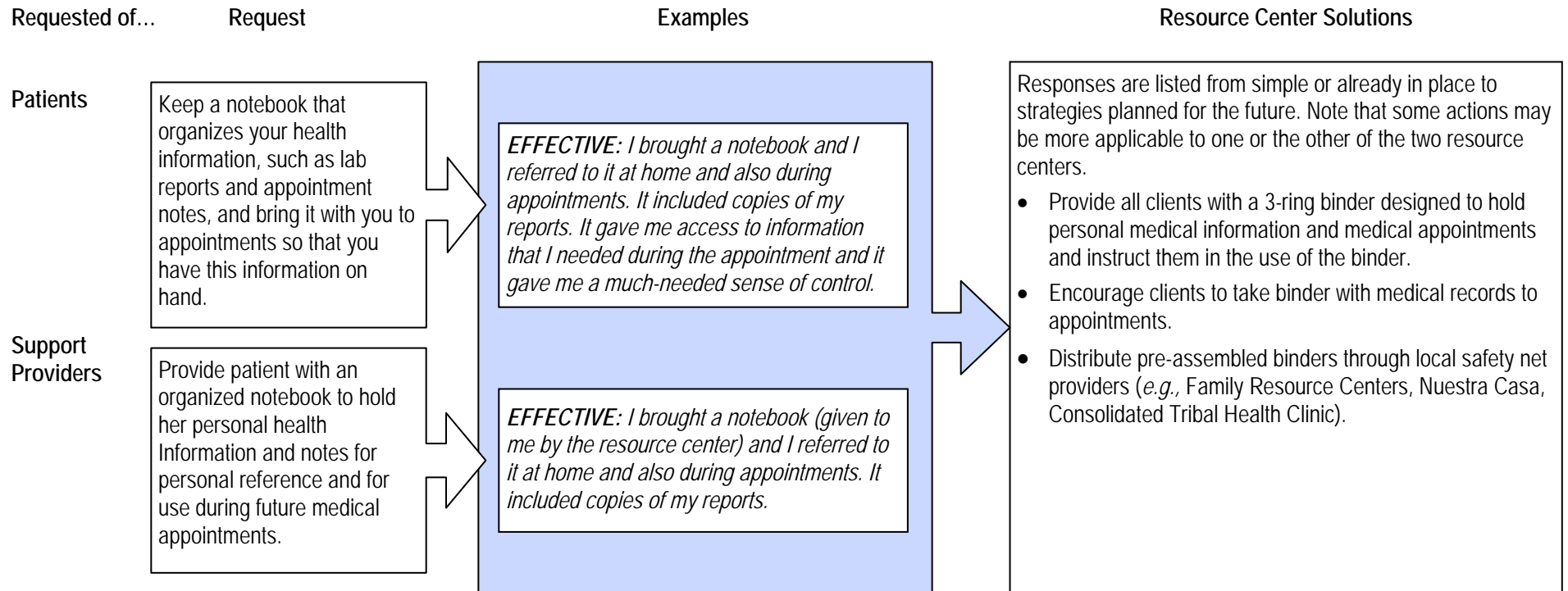
THEME 15: ORDER/AGENDA

The order or pattern in which the appointment is conducted. Order/Agenda formed the basis for requests made of Patients and Specialists, with a total of 11 participants citing examples of this theme.



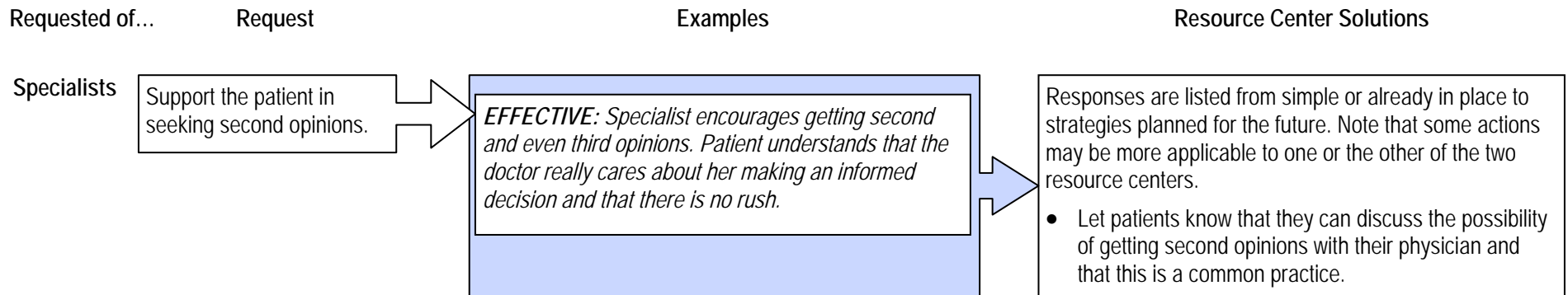
THEME 16: ORGANIZATION

System for coordinating various elements of the patient situation, including information about treatment, diagnosis, and test results. Organization formed the basis for requests made of Patients and Support Providers, with a total of 4 participants citing examples of this theme.



THEME 17: OTHER OPINIONS

Second opinions and consultation with other physicians. Other Opinions formed the basis of a request made of Specialists, with a total of 2 participants citing examples of this theme.



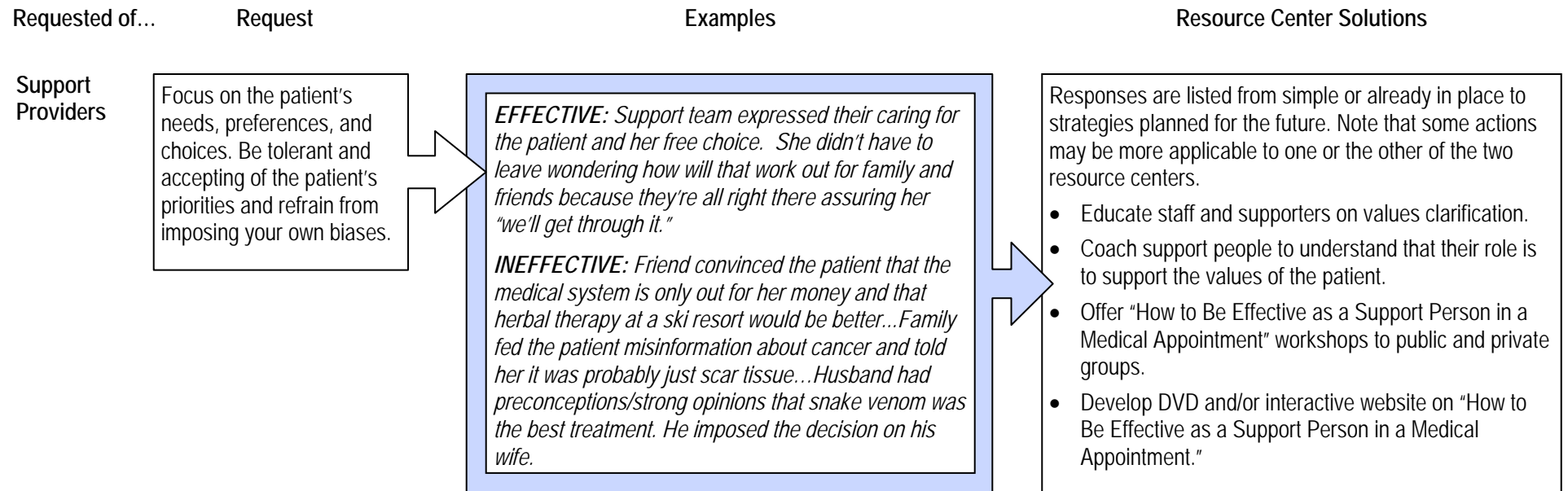
THEME 18: OVERCOMING FEAR

An ability to set aside fears, anger and other negative emotions, and to focus on diagnosis and treatment options. Overcoming Fear formed the basis of a request made of Patients, with a total of 13 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patients	Express and acknowledge fear before going to see your doctor and take concrete actions that restore a sense of control.	<p>EFFECTIVE: <i>Patient made list of questions beforehand which "helped me not be afraid."</i></p> <p>INEFFECTIVE: <i>Patient was withdrawn and really scared and so was not an active participant in the appointment.</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none">• Provide emotional support for clients (1:1 connection or a peer support group, either local and in-person or a cyber/web-based connection).• Maintain updated Resource Database of psychotherapists, their areas of specialty, and the types of insurance they accept; local support groups; and on-line support groups.• Research DVDs/movies as resource for emotional issues.• As a healing arts project, identify a local artist to supervise clients in the creation of ceramic tiles for display in specialist offices on a rotating basis.• Identify psychologist to volunteer to work with clients.

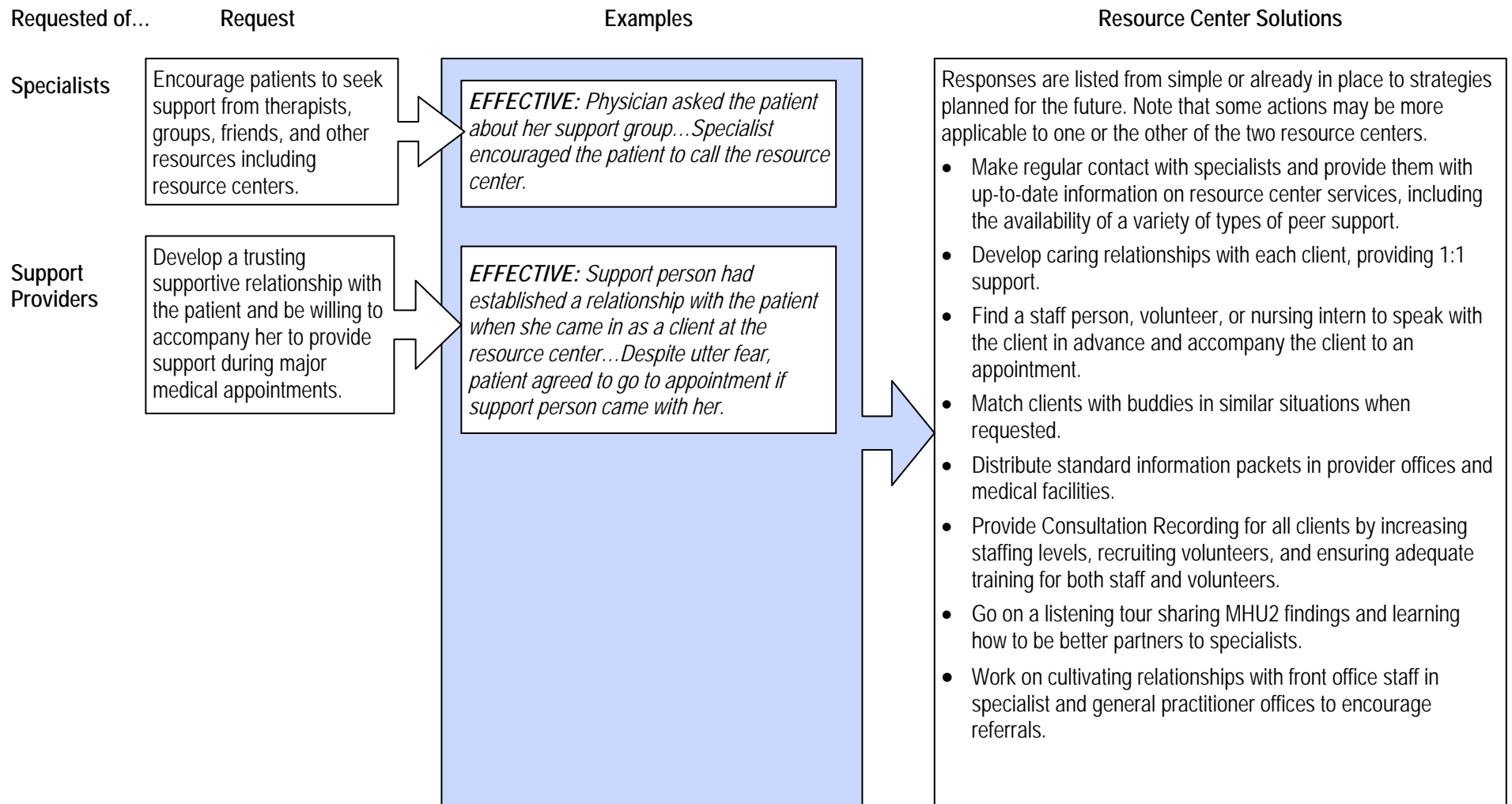
THEME 19: PATIENT CENTERED

Ability to focus on the patient's needs, preferences, and choices; tolerance and acceptance of the patient's priorities; and refraining from imposing biases. The issue of Patient Centeredness formed the basis of a request made of Support Providers, with a total of 1 participant citing examples of this theme.



THEME 20: PEER SUPPORT

A connection over time; reducing fear, someone who acknowledges and understands where you are at the moment and can present examples of getting through it; providing emotional support. Peer Support formed the basis for requests made of Specialists and Support Providers, with a total of 7 participants citing examples of this theme.



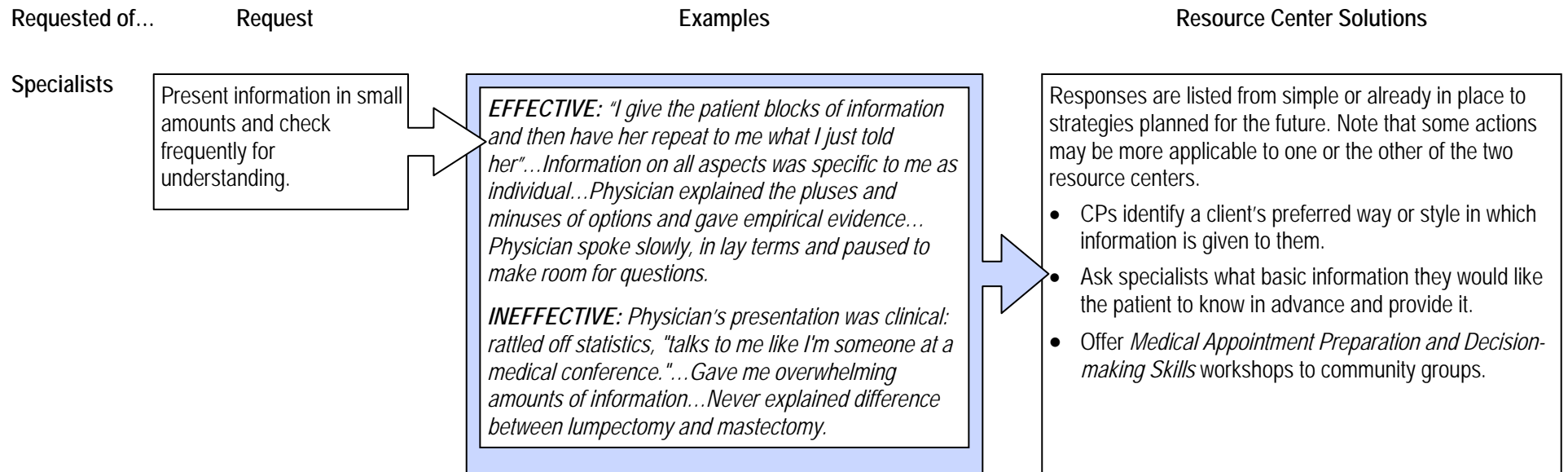
THEME 21: PHYSICAL PRESENCE

The act of being physically present in the room as well as actions that take place during the appointment. Physical Presence formed the basis of a request made of Support Providers, with a total of 10 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Support Providers	Accompany patient to appointment in a calm, supportive manner.	<p>EFFECTIVE: <i>A friend came to the appointment with me and gave me support. I felt like "I can do this" because I had wonderful people around me.</i></p> <p>INEFFECTIVE: <i>Accompanier was not supportive, sat in corner of the room as far back to the wall as possible, with her arms crossed, glowering at the specialist.</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none">• Assist client to build a knowledgeable and effective support team by: educating patients and supporters on basic medical aspects of their disease; utilizing trained medical interpreters; and having staff, warm liners, or buddies accompany clients to the appointment if requested.• Accompanier carries a cell phone to call Resource Center for assistance if necessary.• Include <i>Picking Your Support Team</i> checklist in intake packet (i.e., who to pick, essential attributes, roles).• Develop curriculum and implement <i>How to Be Effective as a Support Person in a Medical Appointment</i> community workshops.

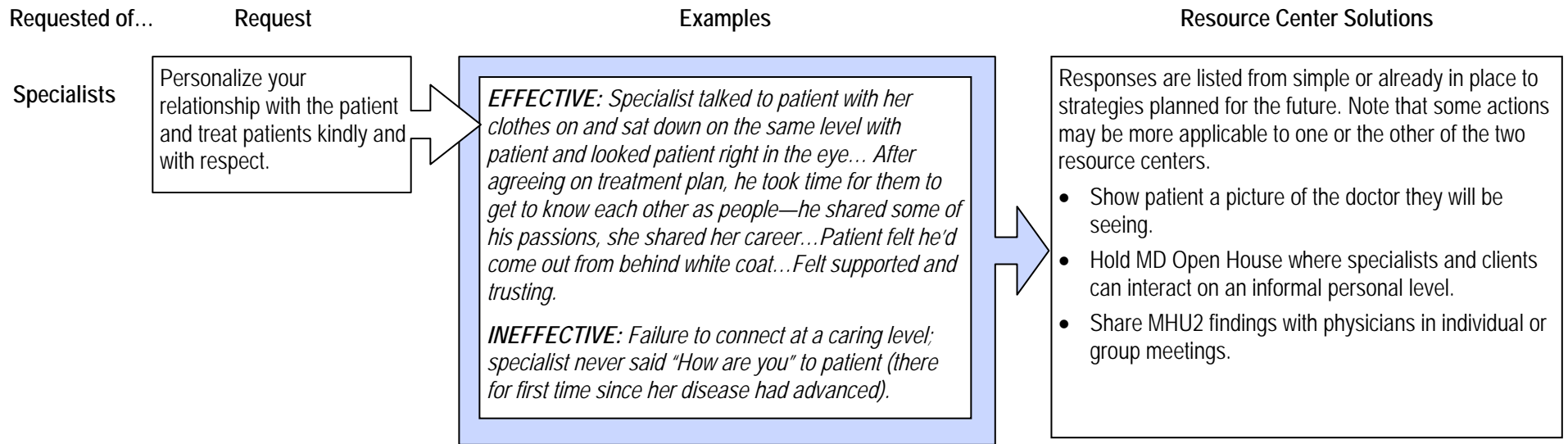
THEME 22: PRESENTING INFORMATION

Physician—providing information in regard to diagnosis, choices, treatments, and technical information. Presenting Information formed the basis of a request made of Specialists, with a total of 24 participants citing examples of this theme.



THEME 23: RAPPORT

A real-time bond, connecting at a point in time. Rapport formed the basis of a request made of Specialists, with a total of 16 participants citing examples of this theme.



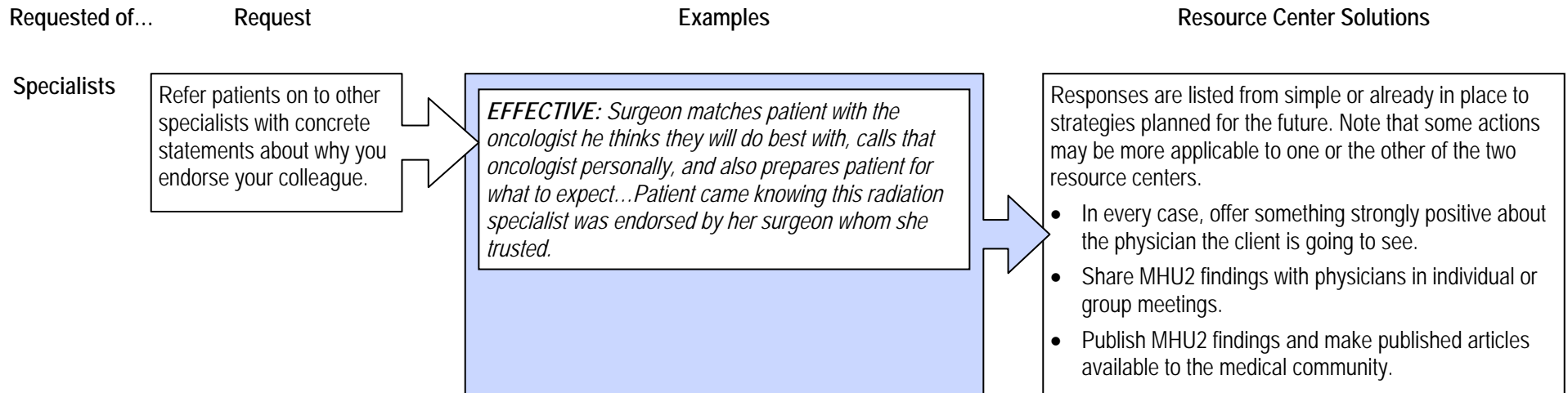
THEME 24: READINESS TO ENGAGE IN THE APPOINTMENT

Readiness to engage fully in appointment; being prepared to look at the facts, discuss them, hear the opinions of others, and engage in a decision-making discussion; having necessary background knowledge. Readiness to Engage formed the basis for requests made of Specialists and Support Providers, with a total of 4 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Specialists	Come to the appointment well-prepared, including reviewing information provided by patient.	<p>EFFECTIVE: <i>Physician came to appointment with information gathered and in a calm teaching mode... "I use internet resources to pre-round on the chart and gather prognostic and best care information for the stage/type of disease that the patient has." "I review the CP before I meet with the patient when it is in the chart... Helps me understand patient, where they're coming from, other factors going on in their lives. Influences my presentation, and my recommendations.</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Find out best way to get the CP to an individual specialist in advance, so that it is seen at least a day or night before. • Provide the CP to physicians in advance of medical appointments. • Follow up to make sure the CP was received. • Explain the importance of the first medical consultation and how it lays the foundation for a relationship of trust. Encourage clients to come to the appointment with openness. • Show patient a picture of the doctor they will be seeing. • Convene support groups to provide clients with an opportunity to talk with peers to work through emotional issues. • Update and maintain Resource Database of psychotherapists, their areas of specialty, and the types of insurance they accept; local support groups; and on-line support groups. • Cultivate a psychologist to volunteer to work with clients. • Provide 1:1 emotional support and refer clients to appropriate counseling resources (e.g., community therapists, on-line disease-specific support groups, and in-person support groups). • Facilitate urgent appointments with counselors. • Research DVDs/movies as resources for working through emotions. • Develop healing through arts program.
Support Providers	Help patients and their families work through emotional obstacles.	<p>EFFECTIVE: <i>When a patient first discovers they have breast cancer, it affects them in different ways, some of them feel angry.</i></p> <p>INEFFECTIVE: <i>At the appointment, all the patient's comments were in a negative, loud tone, "I don't know why I am here, the last doctor really screwed me over." Every time the doctor would get back to the patient's list of questions, the patient would find a way to bring the conversation out of focus.</i></p>	

THEME 25: REFERRAL PROCESS AND HAND-OFF

The process by which a patient is referred from one specialist to another. Referral and Hand-Off formed the basis of a request made of Specialists, with a total of 3 participants citing examples of this theme.



THEME 26: ROLES AND GOALS

Acknowledge all present; make explicit each person's involvement in the appointment, how each participant supports the patient, and what each participant expects to achieve during the appointment. Roles and Goals formed the basis of requests made of Patients, Specialists, and Support Providers, with a total of 13 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patients	Plan with your support person ahead of time so you are in agreement about how they can best support you during the appointment. Be aware of your goals for the appointment and share those goals with your physician so that you can both communicate in a clear manner.	<p>EFFECTIVE: Patient discussed goal of appointment with both support people and requested each to play a specific role (husband taking notes and gathering data that they would share later and support person asking additional questions, and noticing and intervening when patient is not understanding)... Patient asked specialist the central question: Do I really need chemo? I need more information about chemo specific to my situation, since other doctors had conflicting opinions.</p> <p>INEFFECTIVE: Several family members came without prior planning or information. They were highly anxious and wanted instantaneous results, and it interfered with communication... Patient was unsure (despite CP) of her specific goal, which made it easier for her to give up on trying to be heard... Patient was shopping around for a Specialist who agreed with her, and was not listening to the information given at appointment.</p>	<p>Responses are listed from simple or already in place to future strategies. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> Assist clients to identify, clarify, and understand personal goals and priorities for the appointment, and offer strategies for communicating their goals to their physician. Assist clients to build effective support team by: educating patients and supporters on basic medical aspects of their disease; utilizing trained medical interpreters; and accompanying clients to appointments if requested. Assist clients to clarify the support person's role by providing printed material on "how to be an effective support person" and including the support person in appointment preparation. Offer support person an opportunity for input on the CP prior to appointment. Find out from physicians if they would like to know in advance who will participate, what each person's role will be, and how best to inform the physician. Through <i>How to Be Effective as a Support Person</i> workshops, educate community to provide physicians with necessary information prior to an appointment. Include <i>Picking Your Support Team</i> checklist in intake packet. Offer <i>Medical Appointment Preparation and Decision-making Skills</i> workshops to public and private groups.
Specialists	Acknowledge/introduce all people present, and confirm or clarify their roles and goals.	<p>EFFECTIVE: Support person, also a medical person, declared "I'm just here as a support person." She had list of patient's questions and made sure they were all answered... The specialist talked to my husband as well as me, the appointment was a three-way conversation and everyone was fully engaged.</p> <p>INEFFECTIVE: Physician never gave permission for patient and husband to ask questions.</p>	
Support Providers	Build a support team (including accompanier) with appropriate background and experience: medical, language, emotional, communication.	<p>EFFECTIVE: Patient's advice: "take someone who is not emotionally involved with you to the appointment, preferably a resource center person or someone who has been through it." Support person from the resource center was right there... She had background and experience... Family member was a nurse so the patient absorbed and processed information quickly.</p>	

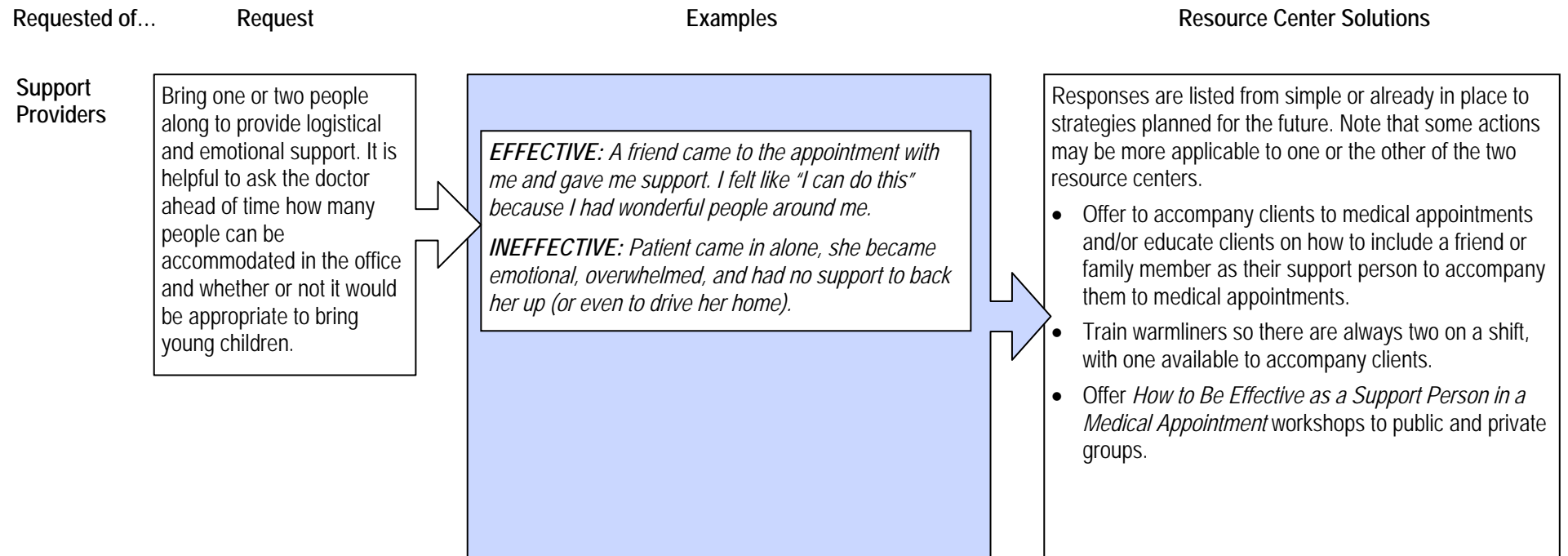
THEME 27: SCHEDULING

The act of scheduling the patient's appointment with the specialist. Scheduling formed the basis for requests made of Patients and Specialists, with a total of 2 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patients	<p>Notify the office staff of any special needs or considerations when you are scheduling the appointment.</p>	<p>EFFECTIVE: <i>Patient scheduled appointments ahead of time and let them know that she was coming from two hours away. This allowed her to avoid multiple trips.</i></p> <p>INEFFECTIVE: <i>"Receptionist could have talked to me and scheduled more time with him because I had so many questions and I have a learning disability."</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Encourage the client to call the physician's office prior to an appointment to confirm that all the client's medical records and test results have been received. • Utilize an Intake Form and process that prompts discussion and identification of special needs or requirements (<i>e.g.</i>, time, distance, or personal challenges). • Educate clients on the importance of informing their medical provider, prior to the appointment, of any special needs or requirements. • On a follow-up appointment, inform physician if it is likely that client questions will require additional time for the appointment. • Encourage clients to place all medical reports in their binder and bring them to every appointment. • Advocate for getting appointment sooner if the client feels the need. • Develop direct referral agreements with breast cancer specialists to ensure that patients will be referred to Resource Center prior to their scheduled appointment with a specialist. • Cultivate relationships with front office staff and specialists to promote direct referrals of clients prior to their scheduled appointment.
Specialists	<p>See patients as quickly as possible (while making sure all the needed reports will be available) and schedule adequate time so that the patients and supporters don't feel rushed. Offer to reschedule the appointment if needed reports are not available. Refer patients to the resource center before their appointment.</p>	<p>EFFECTIVE: <i>Doctor said "Have them come right over, even at the end of the day." Adequate time: neither Patient nor physician feels rushed</i></p> <p>INEFFECTIVE: <i>Specialist met with the patient before he had received her medical records, information being given was irrelevant to her situation, and she left the consultation more fearful than when she came in.</i></p>	

THEME 28: SUPPORT PERSONS

Family members, friends, and others who attend the appointment with the patient. Support Persons formed the basis of a request made of Support Providers, with a total of 10 participants citing examples of this theme.



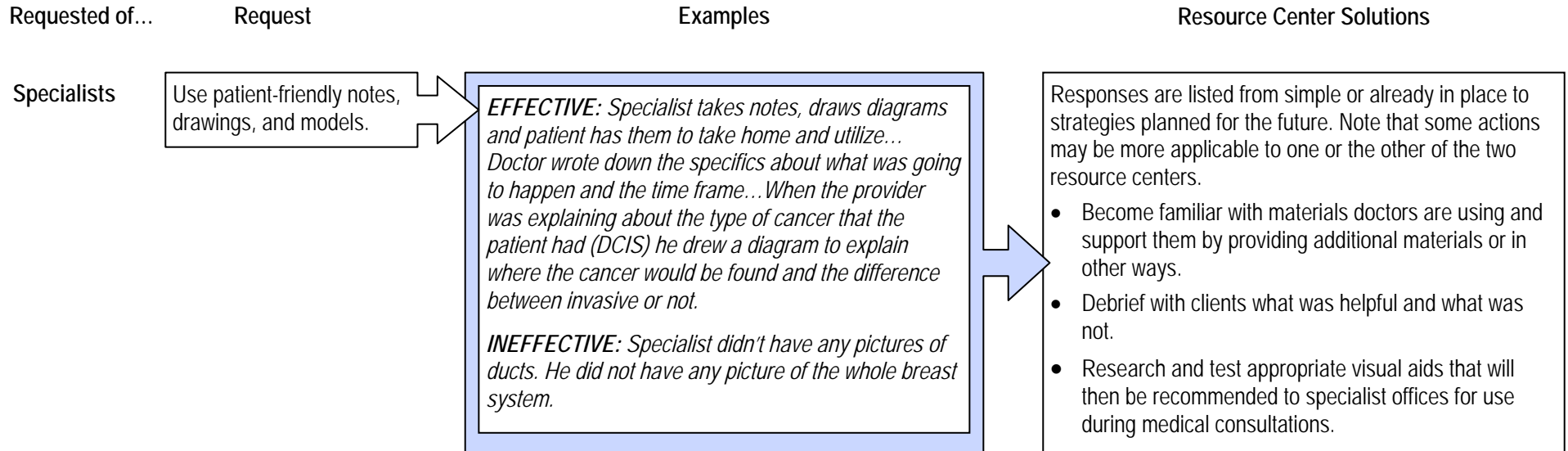
THEME 29: TALKING TO PEOPLE

Discussing the situation with others. Talking to People formed the basis of a request made of Patients, with a total of 3 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patients	Familiarize yourself with the issues by talking with others in similar situations who have had a range of experiences.	<i>EFFECTIVE: Patient talked to other women about which procedure they had chosen...Spoke to others who had made the same type of decision.</i>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none">• Link clients to a peer support network (1:1 connection or peer support group, either local and in-person or a cyber/web-based connection).• Encourage participation in support groups where clients hear many different kinds of experiences.• Match clients with buddies in similar situations when requested.• Update and maintain Peer Advocate Database to match client and volunteer capabilities, experiences, and medical conditions.• Dispel myths by role modeling, explaining the fact that others have been there, and letting clients discuss their fears.• Have volunteers and staff share their own experiences, emphasizing that theirs is one in a range of experiences to demonstrate the basic tenet that Resource Centers do not give advice, and that there are many different individual experiences, each equally valid.• Connect with client support programs in other rural communities to coordinate interactive web-based video support sessions.• Recruit more bilingual and bicultural staff and volunteers to provide services.

THEME 30: TEACHING AIDS, NOTE-TAKING, AND TAKE-HOME MATERIALS

Printed materials, notes, diagrams, illustrations, models used by the physician to help the patient understand the information that he/she is attempting to communicate. Teaching Aids, Note-Taking, and Take-Home Materials formed the basis of a request made of Specialists, with a total of 11 participants citing examples of this theme.



THEME 31: TIME

Timeframe for the appointment; length of time provided for the patient-doctor appointment. Time formed the basis of a request made of Specialists, with a total of 12 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Specialists	Communicate to the patient that you will take the time required to address her questions and concerns.	<p>EFFECTIVE: <i>Specialist assured patient that he has time for them: "No matter how long we need to talk today, or how many more appointments, you'll get the information you need and get your questions answered"... "I had enough time to consider each option before we went on to discuss the next thing. I felt a lack of pressure. The doctor was not rushing."</i></p> <p>INEFFECTIVE: <i>I felt like the specialist was hurrying me along... The specialist looked at his watch a lot... Talked really fast... Always in a hurry, things had to be done yesterday... Physician was thumping his pen on the edge of the desk, I felt like he was running out of patience listening to me.</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none">• Advise clients how long the consultation will be, and how to make the best use of that time.• Find out from each specialist how they would like the Resource Center to work with clients who have many more questions than will fit in an allocated appointment or realize they have additional questions following an appointment.• In advance of the appointment, inform physicians if it is likely that client questions will require additional time for the appointment.

THEME 32: VOICING QUESTIONS AND CONCERNS

The act of voicing questions and/or concerns with the intent of having them addressed. Voicing Questions and Concerns formed the basis for requests made of Patients and Support Providers, with a total of 14 participants citing examples of this theme.

Requested of...	Request	Examples	Resource Center Solutions
Patients	<p>Communicate your questions and concerns to the specialist and ask for clarification when necessary. Be persistent if there is something that you do not understand clearly.</p>	<p>EFFECTIVE: <i>I really expressed my concerns-- "this is my life. I need tactile sensitivity in my hands to do my job." ... Specialist drew and made notes on exam table paper as he explained things. Patient would circle things on the paper that she didn't understand.</i></p> <p>INEFFECTIVE: <i>When patient met with resistance from the doctor, patient gave up trying to get questions answered, didn't get answers she needed.</i></p>	<p>Responses are listed from simple or already in place to strategies planned for the future. Note that some actions may be more applicable to one or the other of the two resource centers.</p> <ul style="list-style-type: none"> • Provide clients with strategies for voicing their concerns and expressing their understanding or lack of understanding of the information provided by the physician. • Navigator (or client's support person) participates in the appointment to ensure that clients have a clear understanding of information received. • Train staff and supporters to use the CP to recognize when a client's questions have not been addressed and to intervene with these questions or other clarifying questions. • With physicians, develop a brief checklist that physicians will use to validate the patient's understanding of the information provided during the appointment. • Improve coaching of clients to express their level of understanding and feel empowered to make sure their questions get answered. • All medical practitioners will adopt the use of the checklist to validate the patient's understanding of the information provided during the appointment. • Offer "How to Be Effective as a Support Person in a Medical Appointment" workshops.
Support Providers	<p>Contribute to the appointment by asking questions that the patient may have forgotten or did not think to bring up.</p>	<p>EFFECTIVE: <i>Support person asked some questions that I wouldn't have thought of during the appointment but would have later thought of and wanted the answer to.</i></p> <p>INEFFECTIVE: <i>Both patient and her daughter felt rushed and patient did not ask her questions. Daughter also felt uncomfortable trying to ask questions. They left the appointment frustrated.</i></p>	