

## ... ANYTHING!

### ARE YOU CHOOSING A HOSPITAL?

- Which hospital has the best care for my condition?
- Is this hospital covered by my health insurance?
- Does the hospital meet national quality standards?
- How does the hospital compare with others in my area?
- Has the hospital had success with my condition?
- Does my clinician have privileges (is allowed to work) at this hospital?
- How well does the hospital check and improve on its own quality of care?

### DID YOUR CLINICIAN RECENTLY RECOMMEND SURGERY?

- Why do I need surgery?
- What kind of surgery do I need?
- What will you be doing?
- Will the surgery hurt?
- Will I need anesthesia?
- How long will the surgery take?
- How long will it take me to recover?
- How long will I be in the hospital?
- What will happen after the surgery?
- How much will the surgery cost?
- Have you done this surgery before?
- How successful is this surgery?
- Which hospital is best for this surgery?
- Will my health insurance cover the surgery?
- Where can I get a second opinion?
- Is there some other way to treat my condition?
- What will happen if I wait or don't have this surgery?
- What are the benefits and risks of having this surgery?



### ARE YOU SCHEDULED TO HAVE ANY MEDICAL TESTS?

- What is the test for?
- How is the test done?
- Will the test hurt?
- How accurate is the test?
- When will I get the results?
- What will the results tell me?
- What's the next step after the test?
- What do I need to do to prepare for the test?
- How many times have you performed the test?
- Is this test the only way to find out that information?
- What are the benefits and risks of having this test?



## QUESTIONS ARE THE ANSWERS

### ARE YOU CONSIDERING TREATMENT FOR AN ILLNESS OR CONDITION?

- What are my treatment options?
- What do you recommend?
- Is the treatment painful?
- How can the pain be controlled?
- What are the benefits and risks of this treatment?
- How much does this treatment cost?
- Will my health insurance cover the treatment?
- What are the expected results?
- When will I see results from the treatment?
- What are the chances the treatment will work?
- Are there any side effects?
- What can be done about them?
- How soon do I need to make a decision about treatment?
- What happens if I choose to have no treatment at all?

## COMMUNICATION IS THE KEY, & WE'RE READY TO LISTEN!

### ARE YOU CHOOSING A CLINICIAN?

- Is this clinician part of my health plan?
- Does this clinician have the background and training I need?
- Is this clinician able to work at the hospital I like?
- Can I ask talk to this clinician and ask questions easily?
- Does this clinician listen to me?

### ARE YOU CHOOSING LONG TERM CARE?

- What are my care options?
- How is this care facility rated?
- What kind of services do I need?
- Will this facility meet my needs?
- Will my health insurance cover long-term care?



### ARE YOU CHOOSING A HEALTH PLAN?

- What are my options?
- Does this health plan provide the benefits and services I need?
- Does this health plan offer the clinicians and hospitals I want?
- Can I afford this health plan?