

Preparing for your doctor's visit

When you go to the doctor, sometimes it is hard to know what to say or ask. Planning for your next visit and asking questions will help you understand more about your health and wellbeing, and any treatment you need.

Your doctor, nurse and others included in your health care want you to ask questions to help you make decisions together.

There is a way to help you get all the information you need when you have an appointment with a doctor or other healthcare professional – it's called PLAN for better care:

- P stands for Prepare
- L stands for Listen and share
- A stands for Ask questions
- N stands for Note down what you need to do next.



Prepare for your visit

- Write down your main concerns or questions.
- Make a list of your medicines and any supplements you take. (Also take along any documents that could be useful, such as your "yellow card" or hospital discharge letter if you have one.)
- If it will help you, take a support person with you and ask for a translator. (When you make the appointment, please say you need a translator, and allow at least 24 hours.)

Listen and share

- Say if you don't understand and if a drawing could help.
- Say if you're having problems with your medicines or treatment, or can't afford them.
- Tell your doctor or nurse anything else you can think of that might affect your health and wellbeing.

Ask questions

- What is my health problem?
- What happens next?
- Why is that important?
- Are there any other options?
- What can I do to help with my health and wellbeing?



Note down what you need to do next

Take a pen and paper so you can write down anything you need to remember. You can print this page and take it with you to help you remember what to do and ask.

At the pharmacy

If the doctor has prescribed medicine, you might want to ask these questions when you collect it from the pharmacy:

- What is the medicine for?
- What is its name?
- How and when do I take it?
- How long do I need to take it for?
- What could happen if I stop taking it?
- What are the side effects? What should I do if I get these?

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