Be prepared

Questions you can ask:

What is the most important thing I need to know?

What do I need to do?

Why should I do this?

What are the side effects?

What will happen if I don't do this?

How much will that cost?

When do I have to decide?

Who can help me understand?

Who can I talk to about this?

For more questions go to:

www.healthdirect.gov.au/question-builder

Your notes

Write down your notes or questions.

_____

_____

_____

_____

_____

_____

_____

Building a health literate Tasmania

health.literacy@health.tas.gov.au

It's OK to ask

Making the most of your visit to a health service

Interpreter

It's OK to ask

How to make the most of your visit…

Before your appointment

Think about what is most important for you. What do you want from the visit?

Write down what is wrong.
Include detail such as when did it start, what does it feel like.

Invite someone to go with you. This could be a family member or friend.

Make a list of questions.

Bring or list all the medicines you take. Include pills, puffers, patches, vitamins and herbal medicines.

Make a longer appointment if needed.

Ask for an interpreter or any other communication support if you need it.

Check you have all the details about who you are seeing, where, when, the costs, transport, what to bring, and parking.

During your appointment

It's ok to ask questions.

Be clear on what you want in the time you have.

Ask people to explain things again, or to show you, if you are not clear.

Ask your worker to write things down or give you a diagram, picture or handout.

Write down notes or instructions. Practice using equipment.

You can say:

Can I check what you said?

So, what you're saying is…?

Can you show me…?

ok

Checklist

☐ You understand what was discussed and what will happen next.

☐ You have written down notes.

☐ You have covered everything on your list.

✔

Ask

When and how to get results of any tests.

Who to contact for more information.

For written information in plain language or a good website.

Where to go for more support.

Health workers and services are there for you