

PREPARE YOUR QUESTIONS

One clear question can change the conversation.

DATE: _____ APPOINTMENT / OFFICE: _____

WHAT DO I NEED HELP WITH?

Describe the concern in your own words.

MY MOST IMPORTANT QUESTION

If I only get one answer today, what do I need to know?

1 ASK

What am I concerned or confused about?

2 CONFIRM

What did I hear, and can I explain it in my own words?

3 KNOW

What happens next? Who is responsible? By when?

BEFORE I LEAVE

- ☐ I asked my most important question.
- ☐ I repeated the plan in my own words.
- ☐ I know who to contact if the plan stalls.

Better Questions Change Healthcare Conversations.