

GRADUATING TO ADULT CARE

COMMUNICATING WITH A HEALTH PROVIDER: PART 1



CREATE A HEALTH QUICK SUMMARY



What is a health quick summary?

A health quick summary is simply a way to list the 3 most important things your provider needs to know about you and your health right now. It is a way to focus what you say, as if you have a character limit, like in a tweet, instagram post, snap, or text message.



Why do I need a health quick summary?

Adult care providers often don't have a lot of time to spend with each patient. The faster you can get down to business, the more time your provider will have to figure out what's going on. This helps you get what you need from your visit. When you take the time to think about what you want to say about your health before you say it, you will have a better understanding of what's happening with your health. This will also help you to:

- Speak more clearly about your concerns
- Give your care provider an instant picture of what's going on
- Show your care provider that you:
 - Are aware of your body
 - Understand your health condition
 - Are focused on staying healthy



When should I use a health quick summary?

Use a health quick summary anytime you email or talk to a member of your health care team. Use it anytime you need to explain what's happening with your body, or when you have questions about your treatment. An easy way to remember how to make a quick summary is to ASQ (sounds like "ask"):

- Who **A**m I? My name, age, diagnosis
- What is my **S**tory? My brief medical history, current medications and/or treatment plan
- What is my **Q**uestion? What I want to talk about with my care provider at this visit



What are some examples of a health quick summary?

Examples

- 1: My name is Sarah Johnson. I'm 16. I was diagnosed with type 1 diabetes when I was 9. My diabetes is pretty well-controlled; my A1c was 7.5% last September. I'm here today because I joined a lacrosse team last month, and now I'm having problems with my right knee. It swells up after practice and hurts whenever I jump, do squats at the gym, or hike uphill.
- 2: My name is Brian Smith. I'm 19. I have type 1 diabetes and celiac and I'm having a hard time keeping my blood sugars in line. I'm here today to have an A1c and to talk about my glucose levels. I'm wondering if it's because I'm eating dorm food now and really stressed about school, or if I might have something else going on.
- 3: My name is Sophia Archuleta. I'm 20 years old. I have type 2 diabetes and take metformin and insulin. My boyfriend and I have been talking about getting married soon and I'm not sure what I should do about birth control. What do I need to do to be ready to have a baby in the next couple of years?

After you share your quick summary with your care provider, they will probably ask you some questions. This doesn't mean you were unclear. It simply means that your provider is focused on figuring out the best way to take care of your concerns.

Your provider will also expect you to ask some questions. Take a pen and paper with you, or use the memo pad in your smart phone to make notes about instructions, medicine, lab tests, or other appointments. If you're not sure about anything your provider says, don't be afraid to speak up.

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PRACTICING THE QUICK HEALTH SUMMARY

- 1** Scenario #1:
You started seeing a new doctor, Doctor M, at an adult hospital about 2 months ago. You recently called your pharmacy to refill your medication and learned that you do not have any additional refills available. They suggested you contact your doctor regarding this matter. How would you use the health quick summary to contact Dr. M's office to obtain more medication?
- 2** Scenario #2:
You went for a walk yesterday and began feeling nauseated. Your nausea continued to get worse last night and into today. You are finding it difficult to eat or drink anything. Earlier this week, your doctor, Doctor B, changed your medications. You are wondering if perhaps your nausea could be related. You decide to call your doctor's office to investigate further. How would you use the health quick summary to gather information around the source of your nausea?
- 3** Scenario #3:
You are excited about starting college in a new city. As you prepare for your college experience, you search for doctors located near the school who can support you in managing your chronic condition. You schedule an appointment with your college's student health clinic and use the appointment to narrow down options for physicians in the area. How would you use the health quick summary to make this request from the college student health clinic? To make an initial appointment with new physician?

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CREATING A QUESTION CHECKLIST

Name: _____

Date: _____



Have you ever kept a list of questions to use when you communicate with your health provider?

- Yes
 No

WHY MIGHT IT BE HELPFUL TO KEEP A LIST OF HEALTH QUESTIONS?



IDEAS FOR HOW TO MAKE AND USE A QUESTION LIST

Check any that you have used or would like to try using:

- Keeping a list on my smart phone in a document or notepad
- Try using an app to make a list
- Setting a phone reminder to look at my list at doctor visits
- Keep a list on paper in my wallet
- Other: _____
- Other: _____