

Communicating with your Healthcare Team

A Enlightening Conversation with Edward Leigh and Steve Wilson

This webinar, which will start shortly, will be recorded and slides will be available at www.dpcedcenter.org

Next webinar: *Laugh Will and Testament*
(Using humor to contemplate mortality and enjoy life)

Presenters: Steve Wilson and Joel Schwartz

October 18 at 2:00 pm

Reminders

- All phone lines are muted
- **Unmute: #6** to ask questions at the end of the presentation
- **Mute: *6** after your question
- Or, ask questions through the Chat Box
- You will receive **today's handout** and link to the **recording** and **slides** by email
- Please complete the feedback form at the end of the program
- Join us October 18th for *Laugh Will and Testament*



Enlightening Conversationalists

Edward Leigh

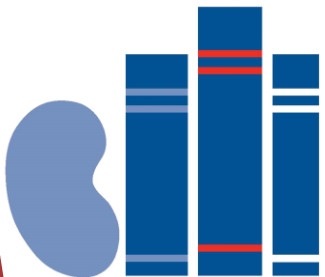


- ▶ Founder & Director of The Center for Healthcare Communication
- ▶ Health Educator
- ▶ Guest on many national television shows

Steve Wilson



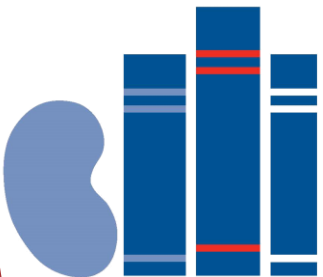
- ▶ Founder and Director of The World Laughter Tour
- ▶ Psychologist
- ▶ Member of the DPC Education Center Advisory Council



Medical Resume

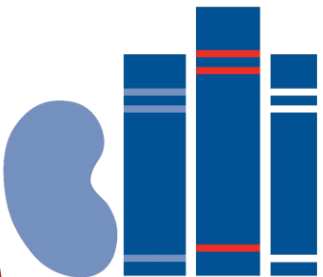
1 - 2-page document summarizing your medical info, including:

- Contact info
- Medications
- Allergies
- Surgeries
- Other significant health info
- Healthcare professionals (incl their specialties & phone #s)
- Personal and family medical histories
- Emergency contact info
- Insurance info



Preparing for Visits

- Bring your medical resume!
- Write down your entire story (not just a symptom)
- Write down your questions
- Take a family member or friend along

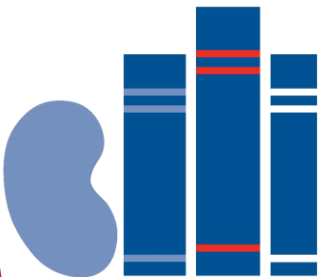


Preparing for Visits

Internet Research on Health Issues

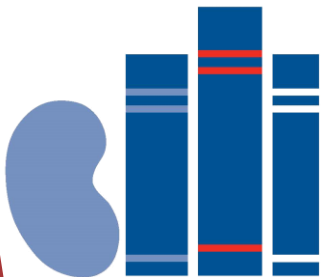
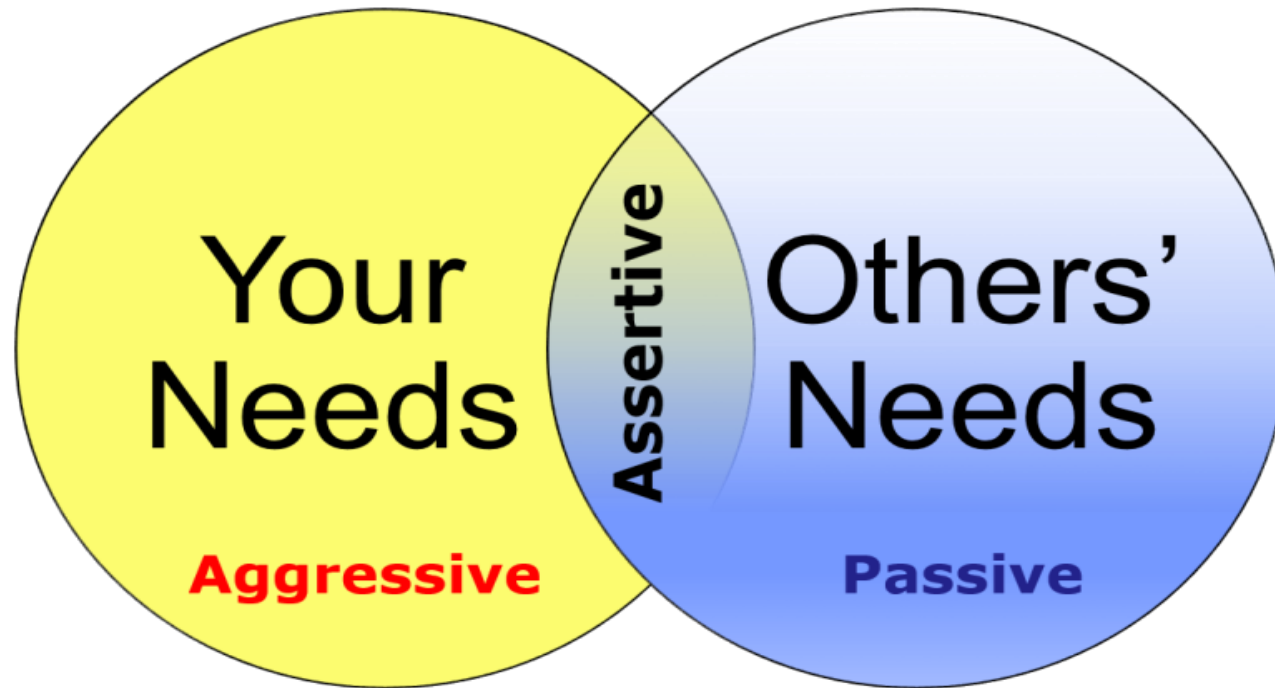
Wonderful info on the Internet, also many misleading and false info can be found

- Is the site selling something? Big red flag!
- Type of site designation
 - .gov / .edu sites offer excellent evidenced-based info
 - .org nearly all are excellent, but because anyone can get a “.org” site look carefully at the site contents
 - .com many wonderful “.com” sites, but because they are commercial sites, they carry the highest risk for biased and false information



Meeting with Healthcare Professionals

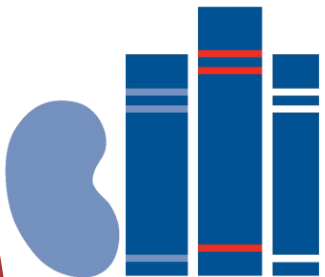
Passive-Assertive-Aggressive Continuum



Meeting with Healthcare Professionals

Helpful Tips

- Follow the ABC Rule (“Always Be Courteous”)
- Share your evidenced-based research
- Medical jargon. Ask about unfamiliar words
- Use “I” language, not “You” language
- Summarize. This process will clarify your understanding

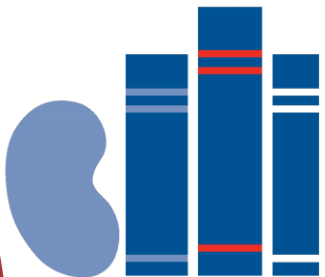


Conflicts with Healthcare Professionals

If you feel your healthcare professional isn't meeting your needs and you don't feel comfortable talking directly to the person, there are options:

- Medical practice: ask to speak with the practice manager.
- Hospital: speak to the ombudsman or a patient advocate.

If you feel the professional isn't for you, of course, then it is time to search for a new professional. Do not leave your current professional until you have a new professional lined up!



Questions

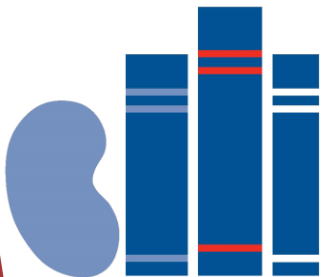


Have a PUGtastic Day!

Miss Ella Bella



Shane

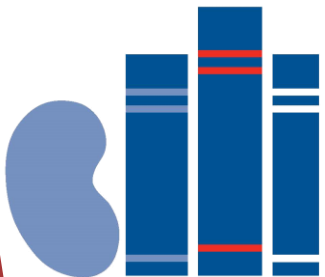


Monty's Message "Keep Smiling!"

Monty as a Puppy



Monty Today



Contacting Presenters

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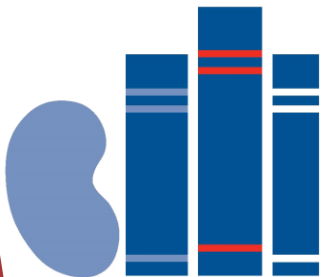
Steve Wilson, MA

World Laughter Tour

1-800-NOW-LAFF (669-5233)

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www.WorldLaughterTour.com



Thank You for Attending Today!

Please complete
Feedback Form



Join us for the October 18th Webinar:
Laugh Will and Testament with Steve
Wilson and Joel Schwartz

