



Pillar D4

Improve communication ... say 'NO' when needed

- Genuine compliment

D Describe the situation factually

E State (don't act out) your emotional response to their behaviour: say how you feel when they do X

S Specify the change you want them to make

C Tell them about the positive consequences of their behaviour

- Genuine compliment

Questions to ask

Before you leave your appointment make sure you know the following:

What might be wrong? You could ask the following questions:

- Can I check that I've understood what you said? What you're saying is...
- Can you explain it again? I still don't understand.
- Can I have a copy of any letters written about me?

What about any further tests, such as blood tests, scans and so on?

- What are the tests for?
- How and when will I get the results?
- Who do I contact if I don't get the results?

About what treatment, if any, is best for you

- Are there other ways to treat my condition?
- What do you recommend?
- Are there any side effects or risks?
- How long will I need treatment for?
- How will I know if the treatment is working?
- How effective is this treatment?
- What will happen if I don't have any treatment?
- Is there anything I should stop or avoid doing?
- Is there anything else I can do to help myself?

What happens next and who to contact

- What happens next? Do I come back and see you?
- Who do I contact if things get worse?
- Do you have any written information?
- Where can I go for more information, a support group or more help?



PATIENT REQUEST FORM



Name:

Date: Record Number:

Here are some statements about the reasons why people go to see their doctor and about what they expect from the doctor.

For each one, please circle a number to show whether it applies to your visit today.

2 1 0

If you agree that the statement expresses your feelings about your visit today, circle 2.

2 1 0

If you are uncertain whether the statement expresses your feelings about your visit today, circle 1.

2 1 0

If the statement does not express your feelings about your visit today, circle 0.

Please answer every question

Statement	Agree	Uncertain	Disagree
1. I want the doctor to understand my problem.	2	1	0
2. I want the doctor to explain what is wrong with me.	2	1	0
3. I want to discuss certain problems in my life.	2	1	0
4. I want a prescription for some medication I know will make me better.	2	1	0
5. I want treatment for a nervous condition.	2	1	0
6. I want help dealing with a medical problem.	2	1	0
7. I want the doctor to explain my emotional problems.	2	1	0
8. I am having a difficult time with my problem and would like some support.	2	1	0
9. I would like to be taken off some medication I am presently taking.	2	1	0
10. I want the doctor to explain how serious my problem is.	2	1	0
11. I want the doctor to talk with me about my problem.	2	1	0
12. I want some tests done to find out what is wrong with me.	2	1	0
13. I want the doctor to explain why I feel the way I do.	2	1	0
14. I would like to be referred to a female doctor.	2	1	0
15. I want some advice on a marital/sexual problem.	2	1	0
16. I am feeling anxious and would like the doctor's help.	2	1	0
17. I want the doctor to sympathize with me and my problem.	2	1	0
18. I want to know how quickly I will get over this problem.	2	1	0
19. I want to change the medication I am presently taking.	2	1	0

PERSONAL BILL OF RIGHTS

1. I have the right to ask for what I want.
2. I have the right to say no to requests or demands I can't meet.
3. I have the right to express all of my feelings, both positive and negative, in a manner that will not harm others.
4. I have the right to change my mind.
5. I have the right to make mistakes and not have to be perfect.
6. I have the right to follow my own values and standards.
7. I have the right to say no to anything when I feel I am not ready, it is unsafe, or it violates my values.
8. I have the right to determine my own priorities.
9. I have the right not to be responsible for others' behaviour, actions, feelings or problems.
10. I have the right to expect honesty from others.
11. I have the right to feel angry at someone I love.
12. I have the right to be uniquely myself.
13. I have the right to feel scared and say "I'm afraid."
14. I have the right to say "I don't know."
15. I have the right not to give excuses or reasons for my behaviour.
16. I have the right to make decisions based on my feelings, beliefs and values.
17. I have the right to my own needs for personal space and time.
18. I have the right to be playful and frivolous.
19. I have the right to be healthier than those around me.
20. I have the right to be in a non-abusive environment.
21. I have the right to make friends and be comfortable around people.
22. I have the right to change and grow.
23. I have the right to have my needs and wants respected by others.
24. I have the right to be treated with dignity and respect.
25. I have the right to be happy.

Photocopy the above list and post it in a conspicuous place. By taking time to carefully read through the list every day, you will eventually learn to accept that you are entitled to each one of the rights enumerated.

