

## Good healthcare depends on good communication

On [www.hejsundhedsvaesen.dk](http://www.hejsundhedsvaesen.dk) you can find more examples of questions you can ask. Here, you can also find inspiration, videos, tools and tips from doctors, nurses and other employees in the Danish healthcare sector on how to get a safe treatment.

### Four good tips to remember

Ask questions

Thanks  
for asking

Bring  
along your  
relatives



Keep track  
of your  
medicine



Know  
the  
next step



Hello Healthcare is a joint initiative between TrygFonden and the Danish Society for Patient Safety

TrygFonden **PS!** Dansk Selskab for PatientSIkkerhed

# Thanks for asking

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# Good healthcare depends on good communication

We all know the situation. You have had a talk with the doctor, and afterwards all the questions you should have asked pop up. Perhaps you forgot the questions while talking to the doctor or perhaps you did not like asking them. That is a shame because questions are important.

When you ask questions, you will be better prepared to make well-informed decisions. Your questions also ensure that you are heard and that the doctor knows your situation, your wishes and any worries you may have.

A good treatment is a partnership. The doctor is the medical expert. But no one knows your condition better than you, and your knowledge is crucial to the doctor. Therefore, you should always ask questions if you have any doubts.

We have gathered a number of questions which other patients and relatives have found relevant to ask during various stages of treatment. You can use these questions as an inspiration and write down your own questions on the following pages.



## My questions

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# When you are in treatment

Today, there are often several ways to treat the same disease. Some may suit you and your lifestyle better than others, so it is important that you are aware of the various options and come to a decision. Ask about your options so that you and the doctor can find the treatment that suits you the best.

## Three things you can do

1.

### Check out the options

Ask about the different types of treatment and ask for information material. You can also ask where you can get more information.

2.

### Know your medicine

Make a list of all the medicines you take – also natural medicines. Write down the name of the medicine, how it works, any side effects you have experienced and how long you have taken it.

3.

### Notify the staff

Remember to tell the staff if you have had any negative reactions to anaesthesia or if the medicine looks different than the one you are used to take. Thereby, you can help prevent errors.



## My questions

Three sets of horizontal lines for writing questions, each starting with a small teal speech bubble icon.



