

TIP 4: TELL US WHO YOU'D LIKE INVOLVED IN YOUR CARE.

Your family and friends are welcome here.

They can:

- Provide comfort and support;
- Help you keep track of and understand information about your care;
- Make your health care team aware of any concerns;
- Tell your health care team if they notice a change in your condition;
- Find a care provider when help is needed urgently.

It's up to you who's involved in your care. If you prefer not to share private health information with family or friends, please let us know.

FOR MORE INFORMATION

If you have questions or concerns about the quality or safety of care during your visit, please contact Patient Advocacy at (802) 371-4350.

For questions about insurance, billing or costs, please contact our Financial Counselor at (802) 371-4392.

NOTES

Tips for Patients & Families

Being a partner in your care helps you get the best care possible here and at home. Inside, four helpful tips to guide you, your family and friends while you're in our care.



TIP 1: TELL US HOW YOU FEEL.

You know your body. Help us understand your health and how you're feeling by telling us:

- Your health before this visit;
- Medicines, vitamins and herbal supplements you take;
- Allergies to medicines or foods;
- How you feel during and after treatment;
- Any pain you feel;
- Any recent changes in your health or while you're with us;
- Your plans once you leave our care.

Tell us what you see, think and feel. If something's important to you, please tell us.

TIP 2: REPEAT WHAT YOU HEAR.

To make sense of all the information you receive while you're here, it can help to **repeat what you hear**.

After receiving information from a member of your health care team, try saying, "Let's make sure I have this right" and repeat the main points in your own words. If we didn't explain something well, we can explain it more clearly.

Take notes or record the conversation. It can be hard to remember everything. It's helpful to write down/record important information. Family or friends can help you do this.

TIP 3: ASK QUESTIONS.

If something's unclear, ask questions until you have the information you need.

A few tips:

Write down/record questions as you think of them. Family and friends can help.

If something's unclear, ask about it. You might say, "I'm not sure I understand what you just said. Can you tell me again?"

Keep asking until you understand. If you got an answer, but still don't understand, you might say, "I still don't understand. Can you try explaining it to me in a different way?"

Ask questions about medications. Ask what each new medicine is for, and how much and how often you need to take it. If you're concerned about any medicine for any reason, tell your health care team member before taking it.

