

# My phone call with my doctor

My doctor is:

Date:

## Before the phone call I have...

- Had a think and made some notes about the questions I want to ask.
- Made a note of my symptoms, including when they started and what makes them better or worse.
- Got my pills ready to tell the doctor about, or made a full list of all the medicines I'm currently taking.
- Asked someone to listen to the call with me - if that is right for me.
- Asked for some language or communication support if I need it.
- Got ready a pen and paper, glasses or hearing aids, and this checklist, so I can make notes on what is said.
- Made sure I know which phone number my doctor will be calling me on and that this phone has a good battery charge and a good, clear connection.

## During my phone call I will remember to ask...

- My doctor to repeat things for me, or to say things in a way that makes sense to me. If I want to, I will ask the doctor to wait while I write things down.
- If I have to take some tests, what are the test for? How and when will I get the results? Who do I contact if I don't get any results?
- If I am getting treatment, what are my treatment options? Are there any side effects or risks? How long I will need the treatment for? And how will I know if it is working?
- What can I expect if I don't have the treatment?
- Do I have to stop, or avoid doing certain things? And are there any ways I can better help myself on my own?

## Before I finish the phone call I will check...

- Have I told the doctor everything I wanted to say? Have I asked all my questions? Have I made a note of the answers and do I understand them?
- For more appointments, do I have the times, dates, where I need to go, what I need to do in advance (e.g. stop eating for a period), what the appointments are for, and how I will get any results? And is it all written down?
- If I am having treatment, do I know what it is for? How I'm going to receive it? And am I clear about how I will know if it is working?
- Do I know who, and how to contact someone, if I have any more questions or problems?
- Are any other support groups, community help, or more useful information I can access to make all this easier for me?

