

Let's PLAN for better care



Four steps for your next health care visit

Prepare for your visit

Listen and share

Ask questions

Note down what you need to do next

Prepare for your visit

- Write down your main concerns or questions.
- Make a list of your medicines and supplements
- Ask for a translator if you need one

Listen and share

- Say if you don't understand and if a drawing could help.
- Say if you're having problems with your medicines or treatment, or can't afford them.
- Say if you can't afford treatment or medicines.
- Say if there is anything else you would like your doctor or nurse to know about your health.

Ask questions

- What is my health problem?
- What happens next?
- Why is that important?
- Are there any other options?
- What can I do to improve my health?

Note down what you need to do next

Turn the page for space to write notes

When you collect your medicine from a pharmacy, you may want to ask these questions:

- What is the medicine for?
- What is its name?
- How and when do I take it?
- How long do I need to take it for?
- What could happen if I stop taking it?
- What are the side effects? What should I do if I get these?



Health Direct 1800 022 222 Call any time of the day or night to speak to a registered nurse who can answer your health questions.

For more info and resources visit healthliteracy.nswlhd.health.nsw.gov.au

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Let's **PLAN** for better care

Name

My questions

My medicines and supplements

What I need to do next and how my family/friends/carers can help

Adapted from the 'Let's PLAN for better care' resource developed by the New Zealand Health Quality and Safety Commission