

Good Questions for Good Health



What Do You Think is Happening?



Doctor helping patient...



She's having trouble reading medicine label...



Doctor reviewing medical test results with patient...

Drug Facts

Active ingredient (in each tablet)

Chlorpheniramine maleate 2 mg

Purpose

Antihistamine

Uses temporarily relieves these symptoms due to hay fever or other upper respiratory allergies:

- sneezing
- runny nose
- itchy, watery eyes
- itchy throat

Warnings

Ask a doctor before use if you have

- glaucoma
- a breathing problem such as emphysema or chronic bronchitis
- trouble urinating due to an enlarged prostate gland

Ask a doctor or pharmacist before use if you are taking tranquilizers or sedatives

When using this product

- You may get drowsy
- avoid alcoholic drinks
- alcohol, sedatives, and tranquilizers may increase drowsiness
- be careful when driving a motor vehicle or operating machinery
- excitability may occur, especially in children

If pregnant or breast-feeding, ask a health professional before use.

Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.

Directions

adults and children 12 years and over

take 2 tablets every 4 to 6 hours;
not more than 12 tablets in 24 hours

children 6 years to under 12 years

take 1 tablet every 4 to 6 hours;
not more than 6 tablets in 24 hours

children under 6 years

ask a doctor

Other information store at 20-25° C (68-77° F) ■ protect from excessive moisture

Inactive ingredients D&C yellow no. 10, lactose, magnesium stearate, microcrystalline cellulose, pregelatinized starch



Sound Familiar?

Have you ever had the experience of waiting an hour to see your doctor? Then you have 5 rushed minutes with her, and when it's all over, you don't know anything more than you did when you went in?

You are NOT Alone



Why is Asking Questions so Important?

- When you actively participate in the visit, you'll
 - Be more satisfied
 - Be more likely to follow recommendations
 - Get better quality care
 - Get better results

Overview

- Finding Health Information
- Understanding Health Information
- Good Questions for Good Health
- Activity
- Discussion

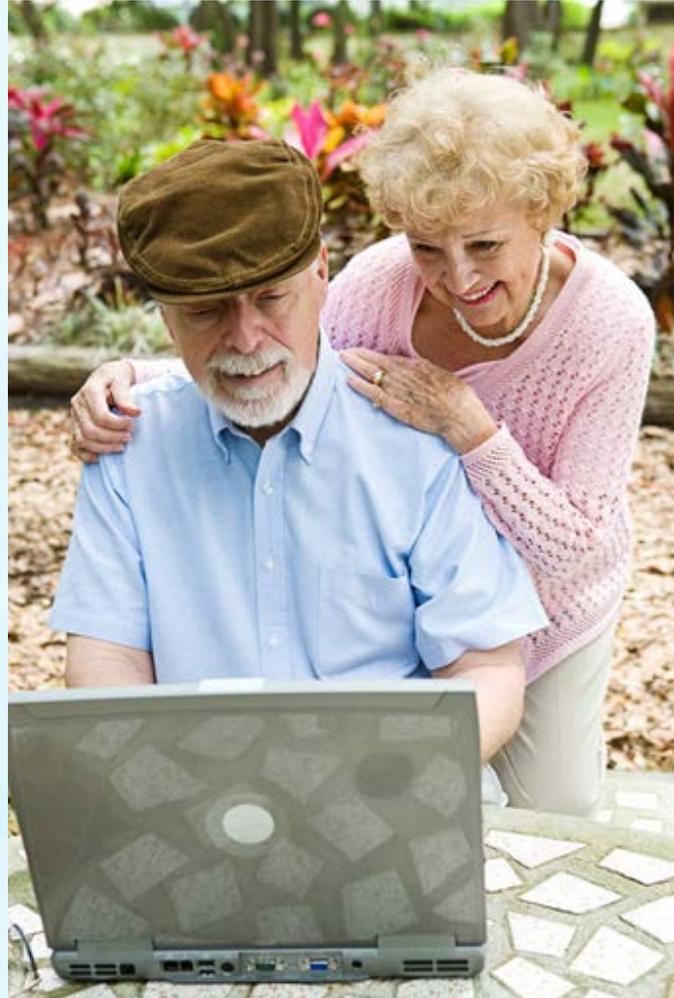
Finding Health Information

A survey of U.S. adults asked “Where did you turn to for health information the last time you had a serious health issue?”

Ask a health Professional	70%
Ask a friend or family member	60%
Use the internet	59%
Ask others who have the same health condition	24%

*Source: Pew Internet & American Life Project Survey, August-September 2012. N=3,014. Margin of error is +/-2%. *American adults 18 years and over*

Online Health Information



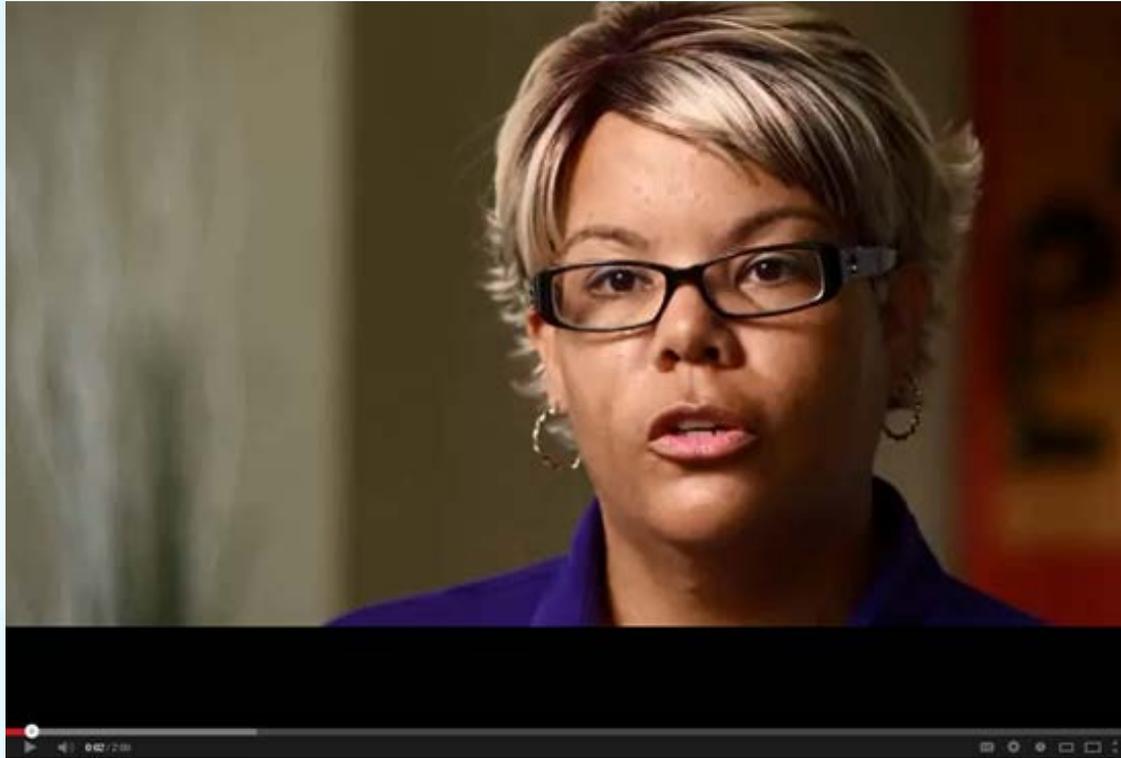
Understanding Health Information



Good Questions for Good Health



Christina Cyphers' Story



Video from *Questions are the Answer*, Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services. [Patients-consumers/patient-involvement/ask-your-doctor/videos](https://www.hhs.gov/healthcare/patients-consumers/patient-involvement/ask-your-doctor/videos)

Ramona Seidel, MD: “Asking Questions Empowers Patients”



Video from *Questions are the Answer*, Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services. [Patients-consumers/patient-involvement/ask-your-doctor/videos](https://www.hhs.gov/ohrt/patients-consumers/patient-involvement/ask-your-doctor/videos)

Before Your Appointment



Write down your questions to bring to your appointment.

During Your Appointment



After Your Appointment

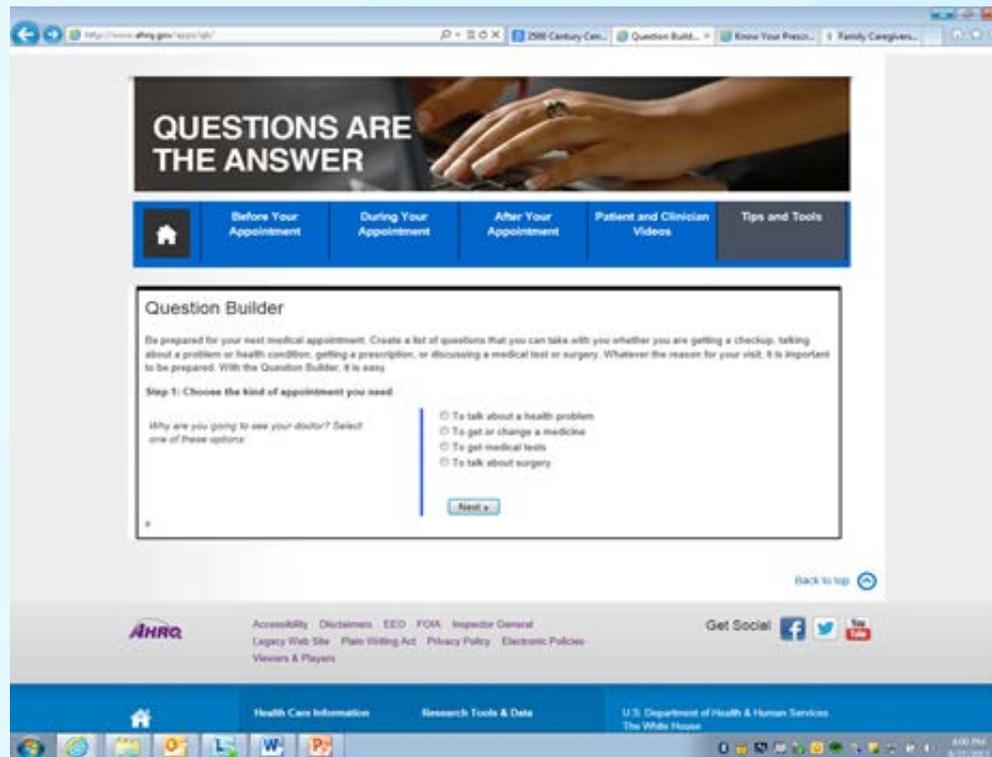


Create a List of Good Questions for Good Health



Use the Question Builder

Use the question builder at [Question Builder Application](#)



Questions are the Answer, Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services.
[Patients-consumers/patient-involvement/ask-your-doctor/videos](#)

When Should I Ask Questions?



- When you see your doctor or a nurse—or a pharmacist, even your dentist
- When you prepare for a medical exam or lab test

Other Helpful Tips

- Create a health history that includes your current conditions and past surgeries or illnesses. Bring it to your appointment
- Know your family's health history, such as your parents' health conditions
- Bring all your medicines with you
- Call your doctor's office to find out test results.
- No news does not always equal good news!

Activity

Let's Talk

1. Please read your questions
2. Let us know why you would ask these questions
3. Explain what clarification is needed from your doctor
4. Challenges?

Jane Kapustin, Nurse Practitioner Urges Patients to Ask Questions



Video from *Questions are the Answer*, Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services. [Patients-consumers/patient-involvement/ask-your-doctor/videos](https://www.hhs.gov/healthcare/quality/patients-consumers/patient-involvement/ask-your-doctor/videos)

Discussion

- What if your doctor seems as though they are in a rush?
- How do you feel about changing doctors or getting a second opinion?
- Does your doctor ever call or email you to discuss lab results?
- How do you think your doctor would react to any outside research you've done regarding treatment plans or alternative medicine?

Ask Questions!

- Your questions help your health care team learn more about you
- Your doctor's answers to your questions can help you make better decisions, receive better care, and avoid medical mistakes
- Your questions can also lead to better results for your health

Sources

The content for this presentation was adapted from the following sources:

- The University of Georgia's Health Literacy on Wheels project
- The Agency for Healthcare Research and Quality's Questions are the Answer initiative