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)                  Purpose
Chlorpheniramine maleate 2 mg                      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%

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
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
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
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