

My Health. My Wellness.

Teaching Guide

Lesson 5

Talking with My Doctor

Lesson Overview: Lesson 5 will provide participants with tips for talking with their doctor and communicating about their health needs.

Objective(s): At the end of the lesson, participants will be able to identify strategies and tools that they can use to have discussions with their doctor.

Activities & Materials:

- a. *Activity 5.1: When to make a doctor's appointment*
 - i. *Activity 5.1a: Reasons to make a doctor's appt. choice board*
- b. *Activity 5.2: Steps for making a doctor's appointment*
 - i. *Activity 5.2a: Making a doctor's appointment task analysis*
OR
 - ii. *Activity 5.2b: Making a doctor's appointment social narrative*
- c. *Activity 5.3: Role play - Making a doctor's appointment*
 - i. *Activity 5.3a: Script for making an appointment*
- d. *Activity 5.4: Communication section of the My Health Care Plan*
- e. *Activity 5.5: Talking with your doctor*
 - i. *Activity 5.5a: Questions to ask your doctor choice board*
 - ii. *Activity 5.5b: Questions to ask your doctor sheet*

Lesson Length: 30 minutes

Instructional Steps

Part 1 –Introduction and Recap of Last Lesson

1. Welcome and Introductions

- Read: Welcome back! Our lesson today focuses on helpful tips for talking with your doctor. During our last lesson, we learned about your health care rights. Remember:
Everyone has the right to see a _____. (doctor)
Everyone has the right to equal _____. (health care)
Everyone has the right to ask for _____. (accommodations)
 - Post the *Health Care Rights visual support (Activity 4.1a)* for participants to reference when filling in each word.
- Distribute: Give everyone the letter participants wrote during the previous lesson (*Activity 4.3*).
- Read: We also completed the *Letter to Your Health Care Team* to help make sure you have access to health care that meets your needs. We talked about how it is important to talk about your *accommodations* with your doctor.
 - Post definition card for *accommodations* from previous lesson.
- Read: The letter also talked about the *My Health Care Plan* so you can tell your doctors and health care team more about you, and your health needs, before your visit. Today we are going to talk about some more important tips for getting ready for your next doctor’s appointment and for talking with your doctor during your visit.

Part 2 – Group Discussion: *Making an Appointment*

1. Complete Activity 5.1: *When to make a doctor's appointment*

- Read: Before we can show up to the doctor's office, we need to make an appointment. Making an appointment helps the doctor to know why you are visiting. What are some reasons why you might make a doctor's appointment?
 - Depending upon the needs of the group, lead a discussion or have participants select potential answers from the choice board by either pointing to them or saying their selection out loud.

2. Complete Activity 5.2: *Steps for making a doctor's appointment*

- Read: Talking through the steps for making a doctor's appointment, and practicing these skills, can help you to build up your *health confidence*. *Health confidence* means that you know about your health and wellness and you have the skills that you need to take care of your health. *Health confidence* is an important part of leading your own health and wellness.
 - Show image/word definition of *health confidence*. Pass the card around so everyone can see and touch it. Then post the definition card where everyone can see it.
- Read: One way to help build your health confidence is to practice the steps that you need to take to visit the doctor. These steps include making a doctor's appointment and talking with your doctor.
- Distribute: Hand every participant a copy of *Activity 5.2a: Steps for making a doctor's appointment task analysis* or *Activity 5.2b: Steps for making a doctor's appointment social narrative*.
- Read: These are the steps to follow the next time that you make a health appointment.

- Review each step below. Ask the group the corresponding follow-up questions. Allow participants to respond using their preferred communication mode. Potential answers are included with each question.
- Read: Let's go through each of these steps:
 1. Think about the reason you are making your appointment. What are some reasons why you may make a doctor's appointment? (sick, dental cleaning, wellness visit, bloodwork)
 2. Find the name and number for your doctor's office. What are some ways that you can find your doctor's office number? (search online, as your support person)
 3. Before you call, make sure to have important papers with you like your insurance card, *My Health Care Plan*, and calendar. How might your *My Health Care Plan* be helpful when making an appointment? (contains important information about my health)
 4. Call your doctor's office to make the appointment. When you call, someone at the front desk will answer the phone. The person at the front desk is called the receptionist. What should you do if a machine answers your call? (listen to the message, it may tell you what numbers to press to get a receptionist)
 5. The doctor's office will ask for some of your personal information when making the appointment. They might ask you for information like your name, birthday, insurance, and your reason for seeing the doctor. Where can you find this information if you do not know it? (*My Health Care Plan*; ask a support person)

6. When you are on the phone, they will ask you to pick a day and time for your visit. Look at your calendar to see what days you are able to visit with the doctor. If you are planning on bringing a support person, make sure to check with them to see what days they are also able to visit with the doctor. What should you tell the receptionist if they are speaking too fast or giving you too many numbers? (please slow down; can you please give me one number at a time)
7. Ask the doctor's office if there are any papers or information that you need to bring with you for your visit. What are two things you will want to bring? (*My Health Care Plan*; and *Letter to my Healthcare Team*)
8. If you have any accommodation requests for your doctor, make sure to talk about this while you are making your appointment. Where can you find a list of your accommodations? (*My Health Care Plan*)
9. Before you hang up the phone, make sure to repeat the day and time of your appointment. It is a helpful idea to write down the day and time of your appointment so you do not forget. What happens if you lose track of where you wrote down your appointment? (call the receptionist back to ask for it again)
10. Write down the date/time of your doctor's appointment and make sure to share this information with your support person.

Part 3 – Practice Activity: Making an Appointment

1. Complete Activity 5.3 - Practice the steps for making an appointment

- Distribute: Pass out the script for making an appointment (*Activity 5.3a: Script for making an appointment*) to participants and support people who will be assisting with the activity.

- Role play: Assign a support person to play the role of the doctor's office. Allow participants in your group to practice calling and making a doctor's appointment using an inactive phone or by not pressing "call" on their cell phone. Refer to the script in this lesson for this role play activity. Remember, you can repeat this activity as many times as needed until your group feels comfortable and confident in the skills needed to call their doctor's office. It may also be helpful to practice this script before making a call to the doctor's office.

Part 4 – Group Activity: *I Communicate By*

1. Complete Activity 5.4: Talking with your doctor

- Read: Now that you have practiced the steps for making a doctor's appointment, let's practice some ways that you can talk with your doctor during your appointment. Practicing the questions that you will ask during your visit is another way that you can build up your *health confidence*.
 - Post definition card for *health confidence*.
- Read: The *My Health Care Plan* can be a helpful way to share information about yourself and your health with your doctor. Let's look at the first page of the *My Health Care Plan* together!
- Read: **Page 1** of your *My Health Care Plan* has a section for communication. Think about all the ways that you communicate. Do you use your voice? Do you use an iPad or maybe a PECS book? Sharing this information with your health care team is important so your doctors know how to communicate with you best during your appointment.

- Complete: **I Communicate By** section on **page 1** of the *My Health Care Plan*. Participants can complete this individually or with assistance from a support person.
- Read: Great job completing this section. You might notice that there are other parts of this My Health Care Plan that we have not filled out (*for example: the “Medical Profile” pages*). We recommend that you take the *My Health Care Plan* home with you to fill in this information independently or with a support person. This way, you can bring your completed *My Health Care Plan* with you to your next appointment to help you communicate with your doctor.

Part 4 – Group Discussion: Questions to ask your doctor

1. Begin Activity 5.5: Talking with your doctor

- Read: An important part of communicating with your doctor is asking questions. Before you visit with your doctor, it can be helpful to think about the questions that you may want to ask during your appointment. It is important to ask the right questions whether you are visiting the doctor for an annual check-up, visiting the doctor because you are not feeling well, or visiting the doctor to ask about symptoms that you are having.

2. Complete Activity 5.5a: Questions to ask your doctor choice board

- Read: Asking questions is a great way to get the information that you need to maintain a healthy body and mind. What are some questions that you think would be important to ask your doctor during your appointment?
 - Depending on the needs of the group, lead a discussion or have participants select potential answers from the choice board by either pointing to them or saying their selection out loud.
- Read: These are some great ideas.

3. Complete Activity 5.5b: Questions to ask your doctor

- Distribute: The *Questions to ask your doctor sheet* to participants in your group
- Read: This sheet gives examples of questions that you can ask during a well-visit or a sick-visit. You can ask all of the questions or just a few. The types of questions that you will ask your doctor will be different for each person since everyone has different *health care goals* and different health and wellness needs.
 - Post definition card for *health care goals* as referencing it above.
- Read: Sometimes it can be hard to remember all of the answers or information that the doctors share with you. To help you remember information that your doctors share, it is helpful to take notes during your doctor's appointment. On this worksheet there are lines under each of these questions. This space is for you to take notes on any answers or information that your doctor shares with you.
- Role play: Begin this activity by getting into small groups. Assign a support person to play the role of the doctor. Allow participants in your group to practice asking questions during their appointment and writing notes. Remember, you can repeat this activity as many times as needed until your group feels comfortable and confident in the skills needed to ask questions during their next doctor's appointment.

Part 5 - Lesson Wrap-Up

- Read: Today we talked about a lot of helpful tips for making a doctor's appointment and for talking with your doctor during your visit.
 - Review: What is one helpful tip that you can use when you talk with your doctor? (Answers could include: Using the *Questions to Ask Your Doctor* sheet before your next appointment to help you plan what questions to

ask during your visit. Also, bringing your *My Health Care Plan* with you to your next doctor's visit to help share important information about you to your health care team.

- Read: There are many steps to take when making your doctor's appointment.
 - Review: What are some helpful things to have with you when you call to make your doctor's appointment? (Answers could include: Using your *Script for making an appointment* tool when calling your doctor's office or following any of the 10 steps in the *Making a doctor's appointment task analysis or social narrative* to plan and schedule your next appointment.
- Read: Your My Health Care Plan can help your doctors to learn more about you and the way that you communicate best.
 - Review: Where on your *My Health Care Plan* can you find information on how you communicate? (Answer: The "I Communicate By" section is on the bottom of page 1 of your *My Health Care Plan*).

Assessment

This lesson can be completed when your learners have practiced strategies for talking with their doctor, such as making a doctor's appointment and identifying questions to ask during their next appointment. Additionally, this lesson can be completed when your learners can identify tools that they can use during discussions with their doctor. (See *objectives* on Page 1 of this Lesson Plan).