



Good healthcare depends on good communication

On www.hejsundhedsvaesen.dk you can find more examples of questions you can ask. Here, you can also find inspiration, videos, tools and tips from doctors, nurses and other employees in the Danish healthcare sector on how to get a safe treatment.

Four good tips to remember

Ask questions



Bring along your relatives



Keep track of your medicine



Know the next step



TrygFonden



Hello Healthcare is a joint initiative between TrygFonden and the Danish Society for Patient Safety



Thanks for asking

Good healthcare depends
on good communication



TrygFonden



Danish Society for
Patient Safety

Good healthcare depends on good communication

We all know the situation. You have had a talk with the doctor, and afterwards all the questions you should have asked pop up. Perhaps you forgot the questions while talking to the doctor or perhaps you did not like asking them. That is a shame because questions are important.

When you ask questions, you will be better prepared to make well-informed decisions. Your questions also ensure that you are heard and that the doctor knows your situation, your wishes and any worries you may have.

A good treatment is a partnership. The doctor is the medical expert. But no one knows your condition better than you, and your knowledge is crucial to the doctor. Therefore, you should always ask questions if you have any doubts.

We have gathered a number of questions which other patients and relatives have found relevant to ask during various stages of treatment. You can use these questions as an inspiration and write down your own questions on the following pages.

Could you please explain it in another way?

This is new to me. Could you please repeat what you were saying?

I am worried about something. Can I ask you about it now?

Questions you could ask:

Do I need to go for checkups after I am discharged?

Can my wife be present during rounds?


Who do I call if I am in pain?

My questions

■ _____

■ _____

■ _____



When you are going to be examined

Usually, you have to go through a number of examinations or undergo various tests before the doctors can give you a diagnosis. There is often more than one way to examine the same symptoms. You and your doctor will decide what is right for you. Be sure to know which new information the examination will give you – and what the next steps will be.

Three things you can do

1.

Be prepared

Some examinations require preparation, e.g. that you do not eat prior to the examination. Please read the material you have received from the hospital and ask questions if you are not sure what to do.

2.

Check your name and civil registration number

To avoid any misunderstandings, you will often be required to state your name and civil registration number, even though the staff already knows you. If you are not asked for this, you can give the information yourself, just to be on the safe side.

3.

Know the next step

When you know the next step of your course of treatment, it becomes easier to invite your relatives or carers to come with you when decisions are to be made. When you know what test results you are waiting for, it is easier to follow up and be prepared.

Are there any other ways that I can be examined for the same symptoms?

How can I prepare for the examination?

Which new information will the examination give me?

Questions you could ask:

Does the examination involve any risks or discomfort?

When will I get the results and who can I call if I do not receive them?

My questions

Three sets of horizontal lines for writing, each preceded by a small orange speech bubble icon.



When you are in treatment

Today, there are often several ways to treat the same disease. Some may suit you and your lifestyle better than others, so it is important that you are aware of the various options and come to a decision. Ask about your options so that you and the doctor can find the treatment that suits you the best.

Three things you can do

1.

Check out the options

Ask about the different types of treatment and ask for information material. You can also ask where you can get more information.

2.

Know your medicine

Make a list of all the medicines you take – also natural medicines. Write down the name of the medicine, how it works, any side effects you have experienced and how long you have taken it.

3.

Notify the staff

Remember to tell the staff if you have had any negative reactions to anaesthesia or if the medicine looks different than the one you are used to take. Thereby, you can help prevent errors.

Are there any side effects?

What are my options regarding anaesthesia if I am going to have surgery?

Are there any other options than surgery?

Questions you could ask:

Will I recover fully after the treatment?

How can I expect to feel after surgery?

My questions

■ _____

■ _____

■ _____



When you are hospitalised

When you are hospitalised, there are established routines for rounds, examinations, meals, visits etc. Rounds are the daily consultation between you, the doctor and the nursing staff where decisions about your treatment are often made. Ask the staff and read the welcome folder so you know what is going to happen and when it will happen. Thereby, you can invite your relatives or carers to be with you when it is important to you.

Three things you can do

1.

Invite your relatives

Invite your relatives or carers to be with you during rounds, discharge and other conversations where decisions are to be made and where you receive important information.

2.

Know the next step

Before your discharge, you will probably talk to a nurse about the things you need to be aware of when you get home. It is also a good idea to bring a relative or carer to this talk.

3.

Ask for help

Call if you need help to go to the toilet etc. It is better to get help than falling and hurting yourself.

Who will contact my relatives or carers after the surgery if I cannot do it myself?

Which tests or examinations should be done before my discharge?

Can I have visitors outside visiting hours?

Questions you could ask:

What is the next step in my course of treatment?

Who will notify the municipality or home care about my situation?

My questions

■ _____

■ _____

■ _____

When you are back home

In most cases you have to go for checkups or follow-up examinations after you have been discharged. Perhaps your treatment will continue at the hospital or your own doctor will take over. Therefore, it is important that you know how the treatment will affect your daily life. For instance, whether you will need rehabilitation, whether your medicine will prevent you from drinking alcohol or driving, and when you can start exercising again after your surgery.

Three things you can do

1.

Know the next step

Note the most important information – e.g. who is responsible for your treatment and who you should contact if you suffer from pains or have questions.

2.

Take notes

Write it down if you think of something between the follow-up examinations that you would like to ask the doctor about. This makes it easier to remember at the next consultation or checkup.

3.

Know your medical record

On the website sundhed.dk you can find your own medical records and a lot of other information which the Danish healthcare sector has registered about you. This can give you a good overview.

Do I need to go for checkups or examinations after I have been discharged?

What do I need to be aware of when I am back home?

Is there anything I should avoid doing?

Questions you could ask:

Will the treatment affect my sex life?

Who is responsible for my further treatment?

Who should I contact if I suffer from pains or experience problems at home?

My questions

■ _____

■ _____

■ _____

