

At Kaiser Permanente, your health and safety are our first priority. You can help us to make sure you receive the best care by providing information and asking questions. We want you to feel comfortable to speak up at any time you have concerns.

This brochure offers suggestions to help you be more active in your care.

For more information about your health or medical condition:

- Go to [kp.org/wa](http://kp.org/wa) to learn about thousands of health topics.
- Call the Kaiser Permanente Resource Line at 1-800-992-2279 for printed health information and other resources.
- If you have any questions or concerns, please talk with a member of your health care team or call Member Services at 1-888-901-4636.

## Getting the most from your care



Portions of this brochure adapted with permission from *Ask Me 3* by the Partnership for Clear Health Communication.

## Preparing for your visit or hospital stay

Planning ahead will help you and your health care team make the most of your time together.

**List medicines.** Bring a list of all the medicines you take and when you take them to your visit. This includes prescription and non-prescription vitamins or supplements.

**Complete your Health Profile.** Log in to our secure member site at [kp.org/wa](https://kp.org/wa).

**Ask a friend.** Consider asking a friend or a family member to come who can help you

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ask questions, remember answers, take notes, and help with decisions when needed.

**Arrange for an interpreter.**  
Kaiser Permanente will

provide you with an interpreter, free of charge, if needed. Let us know before your visit.

## Talking with your care provider

**Provide information.** Tell your health care team members as much as you can about your medical history, including allergies, and about any symptoms or health concerns you have.

**Ask questions.** Regarding your health issue, you may want to ask:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

Regarding your treatment, you may want to ask:

- What will be done during each step of my care? Make sure you agree with the course of treatment.

- How long will my treatment last, what symptoms might I have, and what other health care providers will be involved in my treatment plan?
- What will be involved in follow-up care? Make sure you or your family member or friend understand all of the instructions.

Write down the answers so you can check them later. Ask again if you don't understand.

If at any time you think you're receiving the wrong treatment, alert your health care provider.

## What to expect from your health care team

**Identification.** Members of your health care team should introduce themselves and wear a badge. If a provider isn't wearing a badge, ask to see it.

**Confirming your record.** Before receiving medicine or treatment, make sure the health care provider checks your medical record and your name.

**Plenty of questions.** Members of your health care team might ask you the same question several times to make sure they are providing you with the right care.

**Clean hands.** It's okay to ask your visitors or health care team if they've washed their hands. Handwashing helps prevent the spread of germs.

**An after-visit summary.** After each medical appointment or hospital stay, your doctor or other health care provider will give you a copy of an after-visit summary or discharge instructions. Summaries are also available online to members who receive primary care at a Kaiser Permanente medical office.

## Know your medicines

- Carry a list with you of your medicines and how you take them. Include vitamins, herbal supplements, and over-the-counter drugs.
- Tell your health care team about any negative reactions or allergies you've had to medicines.
- If you receive a prescription for a new medicine, ask your doctor or pharmacist to describe the purpose and possible side effects of the medicine. Ask for information about the medicine in writing. Make sure you understand how to take the medicine.



- If you take several medicines, ask if it's safe for you to take them together.
- Read the labels and make sure the medicines the pharmacist gives you are the ones that you should be taking.
- If your doctor or nurse gives you a medicine or prescription that you don't recognize, ask him or her to make sure that it's correct.