

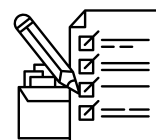
FIVE TIPS FOR WHEN YOU FEEL YOUR PROVIDER ISN'T LISTENING



ACES
Association for Community Empowerment Solutions

1 Prepare for each appointment

Spend time preparing for each appointment to write down all your concerns, questions and symptoms to ensure effective communication.



2 Communicate openly and honestly

Be open about what you're experiencing and how your provider's attitude affects you. Describe your feelings and symptoms with complete honesty.



3 Participate actively during appointments

Keep asking questions. If the provider is not understanding you, rephrase the question or follow up with one of these phrases:



"I'm worried we're not on the same page about my concerns."
"I'm concerned and need more information about my health."
"I know you're busy, but I need to understand my main concern better before leaving today. Can we address it now?"

4 Bring support

Consider taking someone you trust to the appointment to help you speak up and understand.



5 Assess and act on the quality of care

Provide feedback if you are not satisfied with the quality of care received. File a complaint and consider changing providers if needed.



