

## What makes a visit to a health clinic the best it can be?

It takes a team: patients, providers and clinic staff working together.

We will be honest and respectful of each other.

We will agree together on my treatment.

But we understand that treatment is my choice and my responsibility.

For more about better care, visit [www.careoregon.org](http://www.careoregon.org)

## Better Together

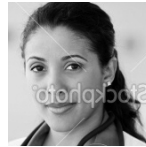


Together, we can make the best possible use of our visit

## We will be ready for our visit together.



*"I will make a list of one to three most important things to talk about."*



*"I will make sure your biggest health concerns are addressed."*

## We will focus on one to three priorities.



*"If I have more issues, I'll make another appointment."*



*"I'll help you set priorities for our visit, and assure you we can meet again."*

## We will honor each other's time.



*"I will arrive 15 minutes early in case I need to fill out papers or have any tests."*



*"My staff will tell you if I'm taking longer than expected with other patients."*

## We will be open.

*"I will find out what any tests or lab results mean."*



*"I will help you understand your test results and my diagnosis."*

## We will recognize each other's needs.



*"I will bring my health plan ID and anything else needed to provide my care."*



*"I will recognize that you may have other needs, such as transportation."*

## We will talk honestly.

*"I will try to understand the risks and benefits of each medical option."*



*"I will recommend options, including preventive measures and lifestyle changes."*

## We will treat each other with respect.



*"I will ask for a translator in advance, and bring a caregiver if I need them."*



*"I will treat you with dignity and honor your cultural needs."*

## We will agree on a treatment plan.

*"If I have any questions about my health or my plan, I will ask you to explain."*



*"I will give you a written plan, and be sure you are comfortable with it."*