

TAKING CHARGE: WORKING WITH YOUR DOCTOR*

▶ ABOUT THIS ACTIVITY

- 🕒 **Time:** 30 minutes
- ➔ **Objectives:** By the end of this session, participants will be able to:
 - Understand the roles of provider and patient.
 - Understand how to become an active participant in one's own healthcare.
- ★ **Training Methods:** Large Group Activity, Lecture
- ✓ **In This Activity You Will...**
 - Facilitate activity by distributing cards and giving instruction on activity (10 minutes).
 - Lead a group discussion about the relationship between a provider and a client (10 minutes).
 - Lead a group discussion to summarize (10 minutes).
- ✂ **Materials:**
 - Laminated cards with category headings (Provider Role, Patient Role)
 - Laminated cards with provider and patient roles/responsibilities
 - Masking Tape
- 🚫 **Preparation:**
 - Prepare laminated cards

Instructions

1. Tape category headings (Patient Role, Provider Role) to a wall in the room to form 2 columns.
2. Distribute the role/responsibility cards to each participant until all are handed out.

Laminated Cards for Provider Role include:

- Support patient interests in healthcare
- Be flexible
- Describe both the provider and patient sides of the issue
- Respond medically
- Be available
- Know personal issues
- Respect confidentiality

Laminated Cards for Patient Role include:

- Learn different provider roles
 - Be honest in sharing point of view
 - Choose the type of relationship (traditional vs. partnership)
 - Increase your HIV/AIDS knowledge
 - Be prepared emotionally
 - Be open
 - Prepare a list of concerns
 - Keep appointments
 - Be assertive
 - Take notes
 - Bring a support person
3. Prepare pieces of masking tape that participants will use to attach the laminated provider and patient roles/responsibilities cards to assign to the 2 categories. Let participants know that they should use the masking tape to tape roles/responsibilities to the assigned category.

* This module comes from the Missouri People to People Training Manual, 2008.

TAKING CHARGE: WORKING WITH YOUR DOCTOR



I have been more assertive and open with my doctors and my case manager.

A Graduate of
a Lotus Training

4. Tell participants that they can work individually on this activity or can problem-solve with each other if questions arise in assigning a concept/phrase to a category.
5. Give participants 5 minutes to tape concepts/phrases under the categories.

Talking Points:

HIV treatment is complicated. Making decisions to begin medications, manage side effects and understand laboratory results requires that the provider and patient are a good match for each other and have a common goal.

What is the Patient role?

- Learn the different roles of your providers-Doctor, Nurse Practitioner, Nurse, Medical Assistant.
- Share your point of view-be honest about your feelings and what is or isn't working for you.
- Choose the type of relationship you want with your provider-Traditional (the doctor leads the treatment and the patient follows) or the Partnership (doctor and patient participate in the decision making process).
- Learn information-increase your knowledge about HIV/AIDS so that you can be an active participant in discussions.
- Be prepared emotionally-sometimes the news shared during a medical visit requires that the doctor be more sensitive or maybe a patient wants the approach to be more direct. Utilize supports because there is only so much a doctor can give.

TAKING CHARGE: WORKING WITH YOUR DOCTOR

- Be open-tell all that is going on with you-eating, sleeping, medication side effects, exercise, partying, smoking, etc.
- Take advantage of your time with the doctor by being prepared with a list of questions, concerns, alternative therapies you want to try, changes to your living situation etc. Bring a copy for your doctor.
- Keep your appointments, be on time, call if delayed.
- Be assertive-get the answers you are searching for, ask questions if you don't understand until you understand.
- Take notes, fact sheets or bring a support person who can take notes and help you understand.

What is the Provider role?

- Support patient's interest in their healthcare-allow the patient to be an active participant by listening to their questions/concerns and the patient will usually do the same. It builds trust.
- Be flexible – Listen openly to what clients have to say about their treatment, questions they have because the disease treatment options are ever evolving.
- Describe both sides of the issue- medical reasoning versus the patient point of view. Support clients in making the right decision even if it may not be what you recommend.
- Respond medically- Monitor patients even if they sometimes do what is not recommended by the

doctor. It is important to not refuse monitoring as it diminishes the relationship.

- Be available to patients- accept new patients, follow schedules.
- Know their patients personal issues- take an interest in their patients outside of management of the disease.
- Confidentiality-ensure that this is respected.

Summary

- Review each heading and matching role/responsibility.
- Ask group if there are any additional roles/responsibilities that they would associate with the headings.
- As you can see it is critical that a patient decides the type of relationship they want with their provider, understand the roles and responsibilities that each play in the relationship and be active participants in achieving the ultimate goal- good health and good quality of life.

* This module is part of the online toolkit *Building Blocks to Peer Success*. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. This module comes from the Missouri People to People Training Manual, 2008.