

**Questioning a diagnosis or treatment plan?
Looking to confirm your results?**

Call Best Doctors at **1.866.904.0910**

We bring together the best medical minds in the world to help people get the **RIGHT** diagnosis and treatment.

FIVE STEPS TO BETTER CARE

- 1** Tell your doctor up front that you want to be an **active partner** in your care.
- 2** Have a **brief story** for your doctor about your situation, rather than a list of symptoms.
- 3** **Prepare questions** in advance and remember to ask them all.
- 4** Be sure you **understand recommended tests** and their risks.
- 5** Before leaving your doctor's office, **know your diagnosis** or the steps needed to determine it.



For more tips, read *When Doctors Don't Listen: How to Avoid Misdiagnoses and Unnecessary Tests* by Leana Wen, MD, or visit:

www.whendoctorsdontlisten.com



**THINGS YOU
DON'T KNOW
ABOUT YOUR
DOCTOR
(AND SHOULD)**

//////
PLUS FIVE STEPS TO BETTER CARE

— Brought to you by —



5

THINGS YOU DON'T KNOW ABOUT YOUR DOCTOR

07:59

YOUR DOCTOR MAY ONLY HAVE 8 MINUTES FOR YOU.

While your doctor wants to spend time with you, crazy schedules, crowds of patients and other system pressures make it difficult. Studies show that you only have about 8 minutes with your doctor. Make each one count.

YOUR DOCTOR WANTS TO BE YOUR HEALTHCARE PARTNER.

Doctors don't go to med school to ignore patients. In fact, your doctor wants to partner with you in your healthcare. But he or she doesn't know if you want a partner. Tell your doctor you want to be involved in your care and to share in the decision-making process.

YOUR DOCTOR IS LIKELY TO INTERRUPT AFTER 10 SECONDS.

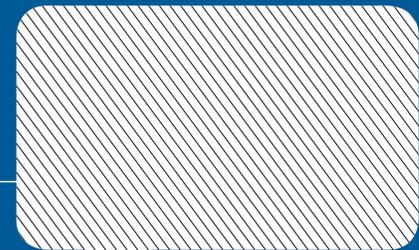
Your doctor isn't being rude. He or she is trying to help you as quickly as possible. Although studies show that doctors interrupt patients after about 10 seconds, you can get your doctor's attention by telling a compelling story up front.

YOUR DOCTOR IS WAITING TO POP THE QUESTION.

Your doctor is likely to ask a series of "yes" or "no" questions. It's part of basic medical training. However, real answers often hide in the gray areas. Don't hesitate to veer from the "yes-no" path and add your own open-ended responses.

YOUR DOCTOR WORKS IN A SYSTEM WHERE 27% OF DIAGNOSES MAY BE INACCURATE.

On top of that, as many as 64% of treatment plans require a correction. Do everything you can to make sure your diagnosis is the right one, including having Best Doctors review your case.



27%

5

STEPS TO BETTER CARE



PREPARE YOUR QUESTIONS AND ASK THEM ALL.

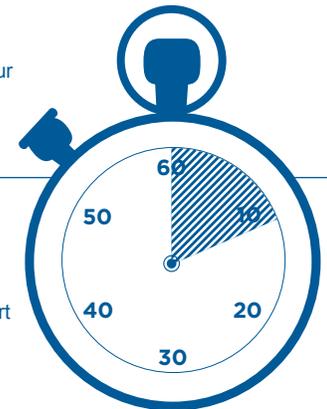
Have a list of questions ready and ask them during your appointment. What is my diagnosis? What can I expect during treatment? What can I do to get better? Bring a pen and paper for the answers – and perhaps a friend or relative to write them down for you. And don't be afraid to keep asking, especially if something doesn't seem right.

ESTABLISH AN ACTIVE PARTNERSHIP.

Tell your doctor up front that you want to partner with him or her. That doesn't mean diagnosing yourself using the Internet. It means working together to ensure the best possible care. Partner in the decision-making process and ask to share in your doctor's thought process.

TELL A 10-SECOND STORY.

Find the most compelling part of your medical situation and create a 10-second summary ahead of time. Don't focus on symptoms ("My knee hurts"). Instead, tell a story ("My knee hurt so badly I couldn't walk from my bed to the bathroom"). Write down details. Rehearse. And share your story with your doctor right after "hello."



ASK ABOUT YOUR TESTS AND THEIR RISKS.

Patients typically ask about the reasons for and risks of drugs and surgery, but not medical tests. Yet studies show that 30% of all medical tests are unnecessary, and every test has risks. Make sure you understand why you need a test, what your doctor is looking for, what risks may be involved and what alternatives may be available.



KNOW YOUR DIAGNOSIS.

Never leave your doctor's office without knowing your diagnosis – or at least several possible diagnoses. If your doctor can't initially confirm your diagnosis, ask what steps are required to do so. Assure your doctor that it's okay if he or she isn't 100% sure. Know what you have, what to expect, what to watch for and what to do about it.