’ L D E H W H V
) L Y H Z D \ V W R
E H D F W L Y H
\ R X U F D U H W
W K H R V S L W D

The Joint Commi

)LQG RXW KRZ \RXU GLDEHWHV FDQ EH RDSHQGZLWK \RXU PHGLFLQHV

'R QRW DVVXPH WKDW KRVSLWDO ZLOO NQRZ KRZ WR PDQDJH \RXU GLDEHWHV FDUH WHDP VKRXOG ZRUN FORVHO\ \RX ,Q DGGLWLRQ

- 'R QRW EH DIUDLG WR UHPLQG KDYH GLDEHWHV
- $OZD\V ZHDU \RXU GLDEHWHV ,' \RX KDYH GLDEHWHV <RX PD\ QHHG RU D WHVW 5HPHPEHU WR SXW LW
- $VN ZKDW FKDQJHV ZLOO EH PDGH FDUH SODQ
- $VN KRZ RIWHQ DQG ZKHQ \RXU E
- ,I \RX WDNH LQVXOLQ DW KRPH \RX LQ WKH KRVSLWDO WR ZULWH IROORZ WKHVH RUGHUV GXULQJ
- ,I \RX ZHDU DQ LQVXOLQ SXPS GXULQJ \RXU KRVSLWDO VWD\
- 7HOO WKH QXUVH LI \RX WKLQN RU KLJK EORRG VXJDU

3HRSOH ZLWK GLDEHWHV FDQ EH DIIHFWHG E\ QHZ PHGLFLQHV 6RPH GLDEHWHV SURFHGXUHV RU UHDFWLRQV WR PHGLFLQHV PD\ ZLWK WKH WR KHOS FDUH WHDP VR

- :KLFK PHGLFLQHV WR VWRS WDNLQJ EHIRUH \RXU KRVSLWDO VWD\
- :KDW PHGLFLQHV DUH EHLQJ JLYHQ WR \RX HDFK WLPH DQG ZK\ ,I \RX DUH IRUJHWIXO NHHS D ORJ 2IWHQ PHGLFLQHV DUH 7KLV WHDFKHV SHRSOH WR WDNH WKDW
- :KDW WR GR LI \RXU VLFN WR \RXU GRFWRU PD\ QHHG WR PDNH FKDQJHV LQ\RXU GLDEHWHV PHGLFLQHV
- :KDW WR GR LI PHGLFLQHV DUH QRW JLYHQ RQ WLPH RU EHIRUH \RXU PHDO KDV QRW DUULYHG
- DVN WKH GRFWRU WDNLQJ FDUH RI \RXKDYH VXUJHU\ 7KH QXUVH ZLOO \RXU EORRG VXJDU EH DIIHFWHG E\ WKH PHGLFLQHV XVHG WR SXW \RX WR VOHHS
- DVN \RXU EORRG VXJDU ZLOO EH DIIHFWHG E\ QHZ PHGLFLQHV JLYHQ WR \RX DIWHU VXUJHU\ RU IRU \RXU LOOQHVV
- \RX ZLOO EH JLYHQ LQVWUXFWLRQV DQG ZKHQ <RX PD\ QRW QRUPDOO\ WDNH LQVXOLQ EXW \RX PD\ EH JLYHQ LW LQ WKH KRVSLWDO ˜l" þ €:0

The goal of the Speak Up™ program is to help patients and their advocates become more informed and involved in their health care.