



questions to ask your doctor about patient-centered care

Topic	✓	Questions to Ask
Access to Information		What type of information will you provide to me about my condition and treatment options? Will you provide me with decision aids that will help me to make the best individualized care decisions?
		Am I able to access a patient portal to help me manage my personal health information? Am I able to update and contribute to the information in the patient portal or just review it?
		Am I able to review the doctor's notes in my record? Do I have the option of adding my own information and perspectives into my record for the doctor to read and review?
		When my care team meets to discuss my plan of care, will I be invited to participate in those discussions?
		Is there a way for me to securely send questions/messages to my doctor in advance of (or outside of) a scheduled appointment?
Involvement of Family and Friends		How will my family and friends be supported to be involved in my care and treatment?
Personalized Care		Do you document my personal health and treatment goals and share them with my care team?
		Do you maintain open slots on the schedule for patients who need a same day appointment?
		Do hours extend beyond the typical business hours?
		Are printed materials available in my primary language?
Care Coordination		What systems are in place for the care team to communicate and coordinate care with other providers who are treating me?
Responsiveness to Patient Concerns		What process should I (or my family member/friend) use to raise a concern while receiving care here?
Involvement of Patients in Continuous Quality Improvement		What processes do you use to get input from patients and family members and ways to improve the care experience? Do you conduct patient experience surveys? If yes, how do patients rate the practice? Do you have a patient advisory council? Do you conduct focus groups with patients and family members?