

Alaska Nurse
Practitioner Association



A Meeting Place for Nurse Practitioners in the Last Frontier

Ten things e-patients say to engage in their care

1. The magic incantation

Say this one, and boom: you're being engaged:

**"I'm the kind of person who likes to understand
as much as I can about my health.
Can I ask some questions?"**

2. "I found this site. What do you think?"

3. "How can I talk with other patients?" (Online or off)

4. "What will this cost?"

At this writing, hardly anyone knows. Help change that: keep asking.

5. "Are there any other options?"

"What happens if I choose 'do nothing'?"

6. "How strong is the evidence?"

7. "What's your infection rate?"

8. "Could I see my chart?"

[or my mother's / my child's / my friend's, if you're authorized]

9. "This isn't right in the chart / didn't happen / is missing. Please fix it."

10. "What's the standard of care for my condition?"

When was it updated?"

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Ten things clinicians say that encourage patient engagement

By Dr. Danny Sands

1. "I'm here to work together with you on your health. We are a team."
2. "Learn as much as you can about your condition. Here are some ways to get started."
3. "Talk about your condition with other patients like you."
4. "I encourage you to seek a second opinion before making a decision about major surgery or other serious treatments."
5. "I don't know the answer to your question; let's look it up together."
6. "There are a number of options, each with pros and cons. Let's talk about your preference."
7. "Here's how you can connect with me online."
8. "Here are the things I'd like to address today; what are your concerns?"
9. "Did I address all of your concerns? Is there anything else?"
10. "Feel free to read your test results and the rest of your medical record online whenever you wish. You can also use our website to schedule an appointment, request a prescription renewal, or do other administrative tasks."