

PatientsLikeMe Good Care Checklist

PatientsLikeMe members recently shared what it means to get “good” health care. After analyzing more than 1,200 responses from over 200 participants, we made a list of the 10 major factors that define good care.

How many of these are true about the care that you're receiving?

Active patient role in care

YES NO Do you feel informed about your care?

YES NO Do you understand your diagnosis?

YES NO Do you understand your treatment options?

YES NO Do you play an active role in the decision-making process?

Effective treatment selection

YES NO Do you believe the care you receive is appropriate for your medical problems?

YES NO Do you believe that your safety is a top priority?

YES NO Do you feel that you're receiving any unnecessary treatment?

Collaborative care

YES NO Do you see that your medical care preferences are taken into account by your provider?

YES NO Do you receive adequate explanations about your diagnosis, treatment options, prognosis and any possible side effects?

YES NO Do you feel that your provider takes the whole person (physical, emotional, social) into account when delivering care?

YES NO Do you believe that your provider values your opinion?



Doctor or provider competence

- YES NO Do you believe that your provider fully understands your condition or medical problem(s)?
- YES NO Do you believe that your provider offers a medication prescription that is effective?
- YES NO Do you believe that your provider is up to date on the latest research related to your medical problem?

Focus on outcomes

- YES NO Do you think that your condition is improving as a result of treatment?
- YES NO Do you think that your treatment is improving your everyday life?
- YES NO Do you prepare yourself with questions prior to any medical appointments?

Effective care delivery

- YES NO Do you view your provider as being prepared for your appointments?
- YES NO Do you view your provider as offering enough time for appointments?
- YES NO Do you receive follow-ups from your provider after appointments?

Individualized and empathetic care

- YES NO Do you believe that your provider listens to you and your opinions?
- YES NO Do you believe that your provider cares about you as a person?

Effective staff communication

- YES NO Do you believe that your medical team members communicate well with each other?
- YES NO Do you receive return calls from medical staff?
- YES NO Do you receive sufficient attention from staff if you call between visits?



Care accessibility and cost

YES NO Do you have easy access to the office where you receive treatment?

YES NO Do you think that your care is affordable?

YES NO Do you think that your care is sufficiently covered by insurance?

Office management

YES NO Do you view the medical office staff as being well-organized?

YES NO Do you receive reminders for your medical appointments?

YES NO Do you feel that your provider's office coordinates care effectively with your insurance company?

Not quite hitting the mark?

If you think your health care might not be as good as you'd like it to be, here are a few things you can do:

- Have an open and honest conversation with your doctor.
- Make sure you have a voice in setting goals for treatment.
- Write down questions before your appointment.
- Take notes (or bring a buddy) to appointments.
- If you have a patient portal, check your medical results and doctor's notes.
- Check in with others in the PatientsLikeMe forum and learn how people like you are getting good care.

Join the conversation at www.patientslikeme.com

