



Just Ask Just Tell

Better sharing between you and your doctor and health professionals

Patient and Family-Focused Care Promoting Communication *Tools* “How to Use the *Tools Kit*” Primary Care

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Related document: Patient and Family-Focused Care
Communication Background Information



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▶ Tool 1: Who I am

“Who I am” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Who I am” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember critical pieces of personal information that you would want the doctor or health care provider to know about you on the Just Tell portion (side 2). During your visit, share the Just Tell and Just Ask about you.

Side 1: Just Ask: Tell who I am – fill in the blank space to the right of the statement with personal information at home

Just Ask ...	Who I am
Better sharing between you and your doctor and health professionals	
▶ Tell the doctor:	
What my first language is	
If I need help understanding English instructions	
Who my main contact is	
Who helps me with my care decisions	
What are my main health problems	
physical problems	
	allergies

Complete before and share at your visit:

- First language – list your main language or languages you speak
- Assistance with English – list what kind of help you need understanding English explanations of your health
- Main contact – write their name and their phone number
- Care decisions – write the name of who helps you with your care decisions
- Main problems – list your main health and physical problems, your allergies

Side 2: Just Tell: Tell who I am – fill in the blank space to the right of the statement with personal information at home

Just Tell ...	Who I am
Better sharing between you and your doctor and health professionals	
▶ Tell the doctor:	
The most important thing about me	
What I love to do	
What I want to keep on doing	
What I am doing to stay healthy	
What I need help with or concerned about in my home	
Who helps me	

Complete before and share at your visit:

- Most important thing about me – describe it
- What I love to do – describe it
- What I want to keep on doing – describe it despite limitations
- Staying healthy – describe how you stay healthy, what you do
- Help or concerns at home – help you need with anything from personal care to cleaning the house, yardwork
- Who helps me – list their names and phone number

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▶ Tool 2: Getting information

“Getting information” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Getting information” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember critical pieces of personal information that you would want the doctor or health care provider to know about your health problems on the Just Tell portion (side 2). During your visit, share the Just Tell information and ask for more information about your health problems. Write this new information on the Just Ask portion (side 1) and re-read it when you return home as a reminder.

Side 1: Just Ask: Ask for information – fill in the blank space to the right of the statement with health information during your visit

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▶ **Ask the doctor:**
Do you have information about my health problems

Where else can I get information

Disease specific societies
 Local organizations
 Community or caregiver groups
 Library Health offices
 Internet: rgps.on.ca, ontario.ca, shrn.on.ca, hc-sc.gc.ca, healthinaging.org, nia.nih.gov

Logos: GiIC, RGP, RGP, IGSW, trellis

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Complete during your visit:

- Information about health problems – ask if they have some information to give you
- Where else to get information – ask if they know of other sources or places where you can get information about your health problems and use the checkboxes or write it down

Side 2: Just Tell: Tell your information– fill in the blank space to the right of the statement with health information at home

Just Tell ... getting information
Better sharing between you and your doctor and health professionals

▶ **Tell the doctor:**
What I know about my health problems

How I got this information about my health problems

I like this kind of information

Printed on paper so I can read it
 Talking with someone about it
 Finding internet websites about it

Complete before and share at your visit:

- What you know about your health problems – write and share what you know
- Information about your health problems - where did you get your information
- Kinds of information – what do you prefer – paper, talking or internet

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▶ Tool 3: Taking my medications

“Taking my medications” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Taking my medications” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember all your medications that you would want the doctor or health care provider to know about on the Just Tell portion (side 2). During your visit, share the Just Tell information and ask for more information about your health problems. Write this new information on the Just Ask portion (side 1) and re-read it when you return home as a reminder.

Side 1: Just Ask: Ask about taking your medications – fill in the blank space to the right of the statement with medication information during your visit

Just Ask ... taking my medications
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▶ **Ask the doctor:**

Can you review my medication record	
Is my medication record accurate and up-to-date	
Are there special instructions for taking them	
How do I know they are working or not working	
When can I stop them	

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Complete during your visit:

- Review your medication record to make sure your record is the same
- Make sure your medication record is up-to-date on your health record
- Ask if there are any special instructions for taking your medications
- Ask them to explain what you should notice that would tell you that the medication(s) is working
- Ask when you can stop a medication

Side 2: Just Tell: Tell about your medications – fill in the blank space to the right of the statement with medication information at home

Just Tell ... taking my medications
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▶ **Tell the doctor:** All the medications, vitamins, herbals, & over-the-counter remedies that I take

Medication name or what it is for	Dosage/Frequency or what it looks like & how often you take it

I have a printed list from my pharmacist with me

Complete before and share at your visit:

- Write all your medications, vitamins, herbals, and over-the counter remedies, if you can't remember the name then write down what it is for
- Write how much and how often your take it, write down what it looks lit (colour, shape, size)

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▶ Tool 4: About my medications

“About my medications” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “About my medications” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember information about your medications that you would want the doctor or health care provider to know on the Just Tell portion (side 2). During your visit, ask about your medications and write this new information on the Just Ask portion (side 1) and re-read it when you return home as a reminder.

Side 1: Just Ask: Ask about your medications – fill in the blank space to the right of the statement with medication information during your visit

Just Ask ... about my medications
Better sharing between you and your doctor and health professionals

▶ **Ask the doctor:**

Why do I need them	
How should I take them	
When should I start taking the new medication	
Which one should I stop taking today	
Is it safe to take with my other medications, vitamins, herbals, non-prescription medications or treatments	

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Complete during your visit:

- Ask why you need to take the medication
- Ask how you should take the medication
- Ask when you should start the new medication
- Ask if there are any medications you should stop taking
- Ask if the medication is safe to take with your other medications, herbals, vitamins or other treatments

Side 2: Just Tell: Tell about your medications – fill in the blank space to the right of the statement with medication information at home

Just Tell ... about my medications
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▶ **Tell the doctor:**

Why I need them	
How I take them	
The ones I forget to take	
The ones I don't know why I'm taking them	
The ones I borrow	
The ones I've been taking a very long time	
The extra ones I take	
My vitamins and herbals	
Which pharmacies I use	

Complete before and share at your visit:

- Write why you think you need your medications
- Write if there is a specific way that you take your medications
- Write the names of the medications that you sometimes forget to take
- Write the name of the medication you may borrow from a relative or friend
- Write the medications you think that you've taken a very long time
- Write the extra medications you take
- Write the herbals or vitamins you take
- Write the names of the pharmacies you use

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▶ Tool 5: Appointments

“Appointments” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Appointments” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember information about why you need to see a doctor or health care professional before you go to the appointment on the Just Tell portion (side 2). During your visit, you can look at the information you wrote to remind yourself of things you need to talk about. Ask them what you need to do (start, go to, change and/or stop/quit) and write this new information on the Just Ask portion (side 1) and re-read it when you return home as a reminder.

Side 1: Just Ask: Ask what you need to do – fill in the blank space to the right of the statement with health information during your visit

Just Ask ... what I need to do
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▶ **The doctor told me**

to Start	
to Go	
to Change	
to Stop/Quit	

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Complete during your visit:

- Write what you were told during your visit
- Write what you need to start “doing”
- Write where you need to go such as other visits, places, tests, appointments”
- Write what you need to change or modify
- Write what you need to stopping “doing” or need to quit

Side 2: Just Tell: Tell why you’re seeing the doctor– fill in the blank space to the right of the statement with health information at home

Just Tell ... why I'm seeing the doctor
Better sharing between you and your doctor and health professionals

▶ **Tell the doctor:**

What I want to talk about	
What is my main problem, concern or is bothering me or How I am feeling	
What has changed or What I am doing different	
What is most important to me that I am able to keep doing in my home	

Complete before and share at your visit:

- Write what you want to talk about
- Write what you think is your main problem or concern that you want to talk about or how you are feeling
- Write what you think has changed about your health or what you are doing differently
- Write what is the most important thing for you that you want to continue or be able to do so you can stay in your home

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▶ Tool 6: Home Care Providers

“Home Care Providers” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Home Care Providers” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember information about “who’s coming into your home” that you would want the doctor or health care provider to know on the Just Tell portion (side 2). During the home care provider’s visit to your home, ask for information about them and what they are doing for you and write this new information on the Just Ask portion (side 1) and share it with your doctor.

Side 1: Just Ask: Ask who’s coming into your home and what services they will be providing to you – fill in the blank space to the right of the statement with health care provider information during their home visit

Just Ask... who's coming to my home
Better sharing between you and your doctor and health professionals

▶ **Ask the health care person visiting you:**

	Person 1	Person 2	Person 3
What is your name			
What do you do (nurse, personal support)			
What will you be doing for me (care, treatments)			
What should I do to stay healthy and not get worse			

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Complete during their home visit:

- Write the names of care providers coming into your home
- Write what they do such as are they a nurse or personal support worker
- Write what care or services they will be providing to you
- Write what they say you should be doing to stay healthy and not get worse

Side 2: Just Tell: Tell about who’s coming into your home to provide home care services– fill in the blank space to the right of the statement with health care provider information at home

Just Tell... who's coming to my home
Better sharing between you and your doctor and health professionals

▶ **Tell the doctor:**

	Person 1	Person 2	Person 3
Who is coming into my home (other side)			
How often they come			
How they are helping me			
What they said I shouldn't be doing			
Their phone number			

Complete before and share at your visit:

- Share all the information on Side 1 with your doctor
- Write and share how often people are coming into your home
- Write and share how you think they are helping you
- Write and share what they say to you that you shouldn't be doing
- Write their phone numbers

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▶ Tool 7: Home from Hospital

“Home from Hospital” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Home from Hospital” before they are discharged from the hospital. While in hospital, it may be easier to complete it and remember information about “what the hospital nurse told you before going home from hospital” that you would want the doctor or health care provider to know on the Just Tell portion (side 2). Write information on the Just Ask portion (side 1) about why you went to the hospital and other information that you were told while in hospital and also share it with your doctor.

Side 1: Just Ask: Ask the hospital nurse information before you go home from the hospital – fill in the blank space to the right of the statement with hospital information just before you are discharged from the hospital

Complete at the end of your hospital stay:

- Ask the hospital nurse and write how soon you should see your family doctor after discharge
- Ask and write what symptoms you should monitor yourself for
- Ask and write what you should do to stay healthy and not get any worse
- Ask and write any new medications that you will be going home with

Side 2: Just Tell: Tell about why you went to hospital and other information– fill in the blank space to the right of the statement with hospital information at home

Complete before and share at your visit:

- **Share** all the information on Side 1 with your doctor
- Write and share why you needed to go to the hospital
- Write and share why you were admitted to the hospital
- Write and share what they said you should start doing (new or different)
- Write and share what they said you should stop doing
- Write and share what new medication you are taking
- Write and share who is helping you at home (spouse, relative, friend, home care providers)

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