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**Medical Commission**

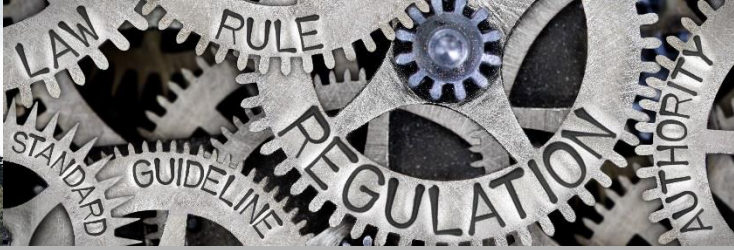
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# Your Rights as a Patient

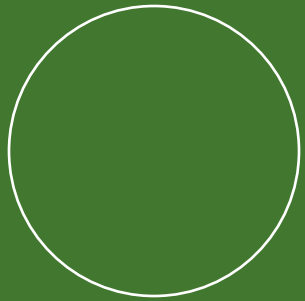
**Diana Currie – WMC Physician Member**

**Melanie de Leon – WMC Executive Director**

**Mahi Zeru – WMC Equity and Social Justice Manager**

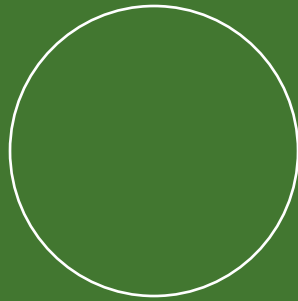


# Before We Begin...



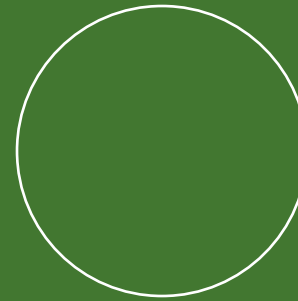
## Questions

Questions will be answered at the end. You can submit a question at any time through the Q&A module.



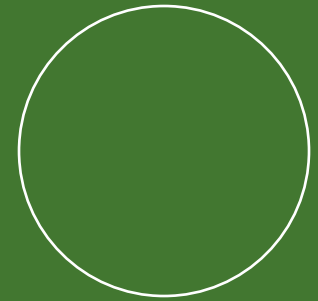
## Tech Issues

Look for the 'HELP' button at the top of the webinar control panel.



## Presentation

The slide deck and presentation recording will be available on our website within the next few days



## Stay Connected

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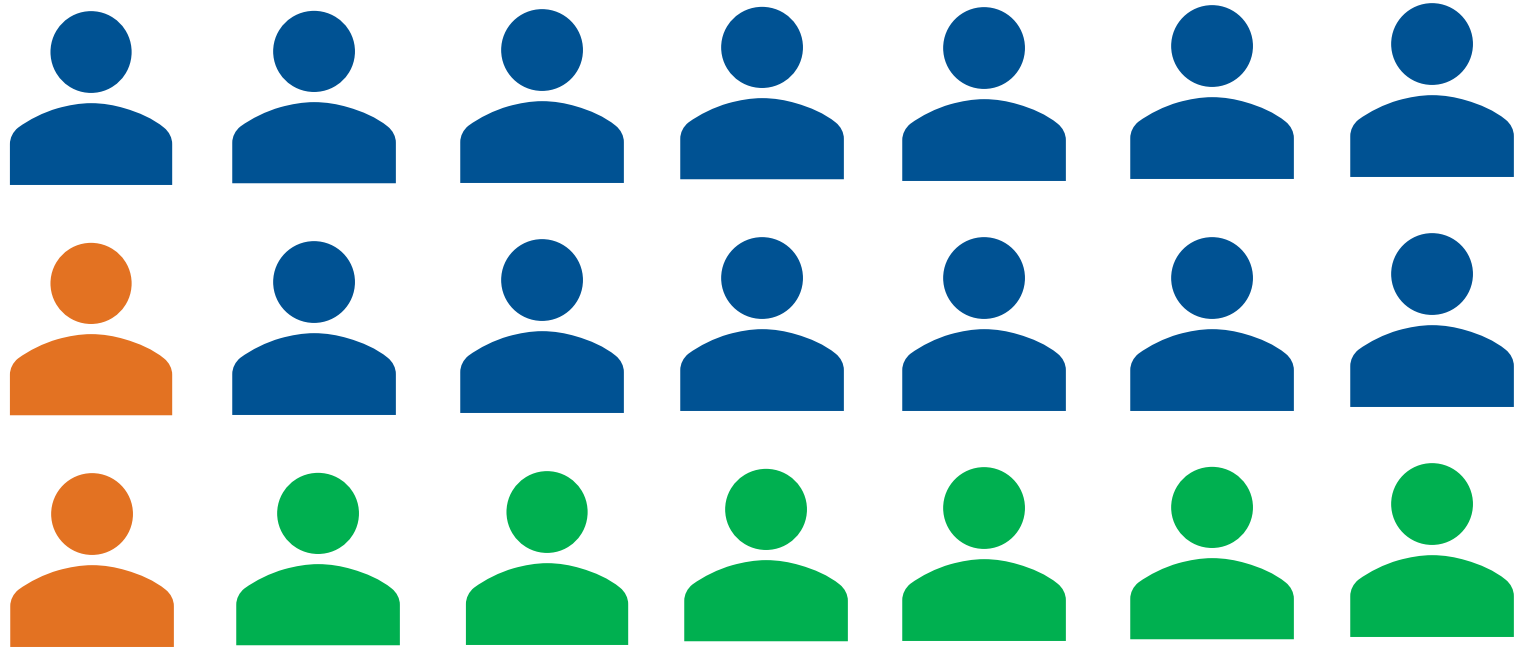


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# Medical Commission: WHO



Physician

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# Overview of Patient Rights

1. To be treated with respect regardless of race, sex, gender, color, religion, age, marital status, sexual orientation, disability, or other condition.
2. To have your privacy protected.
3. To be treated in a clean and safe environment.
4. To request a chaperone during your evaluation and to decline treatment if one cannot be provided.
5. To discuss your health concerns and treatment plan with your practitioner.
6. To be advised of care options and when certain treatments are no longer appropriate.
7. To give informed consent prior to the start of any procedure and/or treatment.
8. To expect reasonable continuity of care and appropriate referral to other practitioner(s).
9. To refuse treatment even if it is recommended by your practitioner.
10. To have timely access to your medical records.



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# Patient Responsibilities

- Providing Information : Past Illness, symptoms, hospitalizations, medications
- Asking Questions : to understand your health status or treatment plan
- Communicate: any concerns, advanced directives or side effects of treatment
- Financial Commitments: insurance acceptance, copay
- Respecting the facility, practitioners, staff members and other patients



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# Medical Consent

- Consent: Shared Decision Making is the current 'best practice' for consent for medical treatment.
- This means that the clinician needs to help the patient get all the relevant information about the problem, all the different treatment options, all the pros and cons associated with each option and then let the patient decide what is best.
- I have had patients who value being with their family rather than have surgery that would cure their cancer – this is a legitimate decision. It may be difficult for me as a doctor to understand, but if I have given all the relevant information to my patient and that is their decision, I should respect that.



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# Medications

- The provider should explain why the medication is being offered, what the goals of treatment are and what the pros and cons are if it is not taken.
- Alternative medications or non-medical treatments should be discussed if appropriate.
- Common side effects and medication interactions may be reviewed, or the provider may refer the patient to discuss these details with the pharmacist.
- Proper disposal of unused medications may be reviewed or may be on the medication fact sheet provided by the pharmacist.
- It is a patient right to refuse any treatment or medication.
- The provider may ask why so they can clearly document the concern.



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# When Should you Seek a 2<sup>nd</sup> Opinion

- Sometimes your health problems are straightforward, and a second opinion isn't helpful. There are other times when the diagnosis and treatment are less clear. Getting a second opinion may helpful when:
  - Your health insurance requires a second opinion.
  - Your diagnosis isn't clear.
  - You have a lot of medical conditions.
  - You have a complex condition (such as multiple prior surgeries)
  - The treatment offered is experimental, controversial, or risky.
  - You have a rare condition.
  - You have a life-threatening condition (But not an urgent or emergency condition).
  - You have many treatments to choose from.
  - You're not responding to treatment.
  - You feel like you can't talk to your current doctor.
  - Your doctor says they can't help you or won't treat you.
  - Your doctor doesn't specialize in your condition.
  - You want peace of mind.
- Don't worry about causing offense by asking for a referral or for your records – your doctor is in the business of helping you and they should understand that you are doing your 'due diligence'



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# The Value of a Second Opinion

- For any complex issue, there are often several different approaches available and sometimes even different specialists that have some overlapping expertise but may have very different evaluation and treatment recommendations.
- As a patient, it can be overwhelming, but it is also often very helpful to get a 2<sup>nd</sup> opinion or even a 3<sup>rd</sup>.
- When you see a specialist or go for a 2nd opinion, try to bring all records related to the problem, they can make a copy and give your copy back... this will help the doctor have all the relevant information and make the most of the visit.



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# How to Prepare for a Visit

## Before the Visit

- Write down questions and concerns ahead of time.
- Try to prioritize the ones that are most important to you.
- Bring a notebook so that you can take notes about what was said.
- Make a list of current medications, supplements and allergies.
- Know your family history (if possible).
- Know your past medical and surgical history (if a new doctor).

## During the Visit

- Tell the doctor at the beginning of the visit what you want to discuss and ask if there is enough time.
- If not - negotiate when/ how other concerns will be addressed in the future. .
  - You can also ask for brochures or written material that reviews what they discussed.
  - Realize that some symptoms or problems may be more concerning to your doctor than to you, so they may want to address certain things first.



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# How to Prepare for a Visit

- For new symptoms that you want to discuss try to have the following information available.
  - When did it start?
  - What makes it better? Worse?
  - If pain, what is the scale 1-10.
  - Associated symptoms?
  - What have you already tried?
  - Other tests or doctors you have seen- if it is a complex issue, bring a written timeline.
- Consider bringing a family member or have someone available to listen on speaker phone.



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# What to Ask During a Wellness Visit

- Screening and prevention schedules are based on age, gender, family history and other risk factors.
- If you have a specific concern or a new problem, that should be discussed at a separate visit.
  - It is important to know that talking about a problem other than the below may result in a charge for the visit
- Routine preventive care is very important for long term health, “an ounce of prevention is worth a pound of cure”
- Ask: “am I up to date on...”
  - Immunizations
  - Disease and cancer screenings



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# What to Expect During a Telemedicine Visit

- Telehealth can be effective even for new diagnoses, though it is often used to follow up on current conditions such as diabetes, hypertension, medication management.
- The same standards apply to both in-person and telehealth visits.
- Interpreters should be provided if needed.
- Often a nurse will call ahead to obtain/confirm basic information.
- They may ask for blood pressure, temperature, weight or any other health data the patient is collecting at home.
  - If you do not have this monitoring ability at home, then you should go into the office.
- If the visit involves medication management, have all your medications nearby
- Occasionally a limited visual exam will be helpful.
  - The provider may ask you to move a certain way or show them an area on the body.



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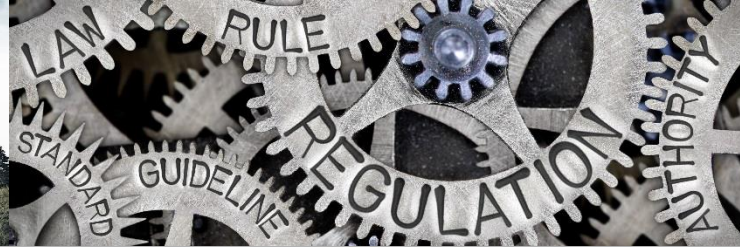


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# Taking Charge of your Healthcare

- In your personal health file keep the following:
  - Any significant test results ( x-rays, blood tests, etc);
  - Names and addresses of past clinicians;
  - Pathology reports ( from surgery, biopsy, etc);
  - Operative notes;
  - Discharge summaries from ER or hospitalizations;
- Keep a file for your child.
- Institutions do not always have clear channels in sharing information about a patient.
  - As a patient you should not assume that your doctor has access to your chart.



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# Managing Expectations

- Patient – doctor communication is a two-way street.
- The success of the appointment is a collaboration between the doctor and the patient and contributions from both are important.
- We can share our list of questions at the start of the visit so that we both know what is on the agenda.
- The bottom line is that the clinician is there to help people feel better, but they are also human and often under great stress, and time pressure, so as a patient we can help optimize the visit by being prepared.



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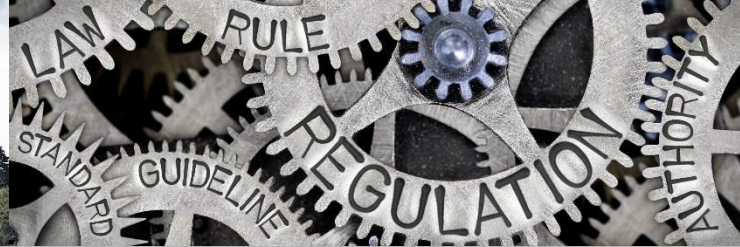


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# Q&A Session

## WMC Mission

Promoting patient safety and enhancing the integrity of the profession through licensing, discipline, rule making, and education.

- Please use the 'questions' tab to ask a question.
- You can also raise your hand to be unmuted.
- [Medical.speakers@wmc.wa.gov](mailto:Medical.speakers@wmc.wa.gov)



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