



One-Page Handout for Staff Training

What is Be The Expert On You?

- A way to help patients be ready to talk to their provider about their health.
- A strategy to improve our practice's diagnostic safety.

What do I need to do?

- Make sure you understand the contents of the Be The Expert On You note sheet and why we are using it.
- Explain to patients what they need to do and why.
- Quickly review the note sheet for completion during rooming.
- Help patients complete the note sheet if they are having trouble.

How do I explain the note sheet to patients?

- Use these sample scripts to practice introducing the Be The Expert On You note sheet.
- Adapt the scripts to make them your own

“Our practice is working to improve patient safety and diagnosis, and we need your help. [Insert provider name] would like you to fill out this note sheet as much as you can before you see him/her. This will help us get the whole story of what is going on with you and make the most of your time with us.”

“If you have any questions about how to fill out the note sheet, please ask. We will be happy to help you. When you finish filling it out, hold onto it to help Be The Expert On You when [insert provider name] comes in to see you.”

Remember to:

- Remind patients what to do with the note sheet after they have completed it (e.g., keep it with them until they see the provider).
- Give support to patients who need it. Not all patients will ask for help – if you see a blank note sheet during rooming, take a minute to see if you can help the patient complete it.
- Thank the patient for taking the time to complete the note sheet and reinforce its importance.