



Be Prepared To Be Engaged

AHRQ

Guide to Improving Patient Safety in
Primary Care Settings by Engaging
Patients and Families



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov

What is it?



Be ready



Ask questions



Speak up

**What they want
to talk about**

**Their
questions**

**Their health
goals**

Be Prepared Note Sheet

Be Prepared. Be Engaged.

Today I want to talk about...

1.

3.

I have questions or concerns about...

My medicines My medical tests My treatments

My health goals are...

I have questions or concerns about...

My medicines My medical tests My treatments

My health goals are...



Why is it important?



- There are significant time pressures in primary care and patients often arrive unprepared.
- The strategy helps patients come better prepared so time is used more effectively.



How can it help me?


When patients **wrote down an agenda** before their primary care visit, **74% of clinicians** and **79% of patients** agreed that communication during the visit **improved**.

Over **80% of the clinicians** in the study *wanted patients to continue* to **write down an agenda**.



How do I use it?

- Identifying patients
- Handing out
- Asking about
- Offering to help fill out
- Reviewing and discussing



Customize this slide to match your practice's implementation strategy.

What tools are available?

Be Prepared. Be Engaged.

Today I want to talk about...

1. _____
2. _____
3. _____

I have questions or concerns about...

My medicines My medical tests My treatments

My health goals are...



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Scripts

Provide the Be Prepared Note Sheet to a patient

Please use this note sheet to write down what you want to talk about with [clinician] today. You can write down your concerns, your questions, and your health goals.

When you finish filling out the note sheet, just hand it to [clinician] when [he/she] comes into the exam room. [Clinician] will use what you write to make sure to discuss your questions and concerns.

Help a patient think about what to write on a Be Prepared Note Sheet

... thoughts. What do you want to make sure you talk about about your medicine or your tests or your treatment? If so, you have any health goals you want to work toward? Maybe taking or better control your [condition].

... tell your doctor, that's okay. But maybe you can take a few minutes to wait.

Be Prepared Note Sheet

... file you talk.

... you talk about today? What questions do you want to ask the doctor today? Maybe you want to sleep better or quit smoking or

... tell your doctor, that's okay.

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Be Prepared. Be Engaged.



Be ready

Write down the most important things you want to talk about during your visit.



Ask questions

Write down your questions. You can find a Question Builder on the Agency for Healthcare Research and Quality website at <https://go.usa.gov/xQx6w>



Speak up

Write down your health goals.



Ask your care team for a **Be Prepared Note Sheet** to help you get ready for your visit.

It's a way to:

- Help you remember everything you want to discuss.
- Let your healthcare team know what's important to you.



How will we evaluate it?

- Number of followup questions
- Visit length
- Satisfaction
- Reported use:
 - Receive note sheet.
 - Fill out note sheet.

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