Communicating with your healthcare provider: improving the safety & quality of your care

**What does effective communication look like?**

- **Two-way communication**
  - Open
  - Honest
  - Respectful

- **My Goals**
  - Clear
  - Tailored
  - Timely

- **My Choices**
  - Essential
  - Goals
  - Values

- **My Goals**
- **My Choices**
- **My Needs**
- **My Values**

- **Family & carers**
- **The patient**
- **Healthcare providers**

**Why is it important?**

- **Accuracy**
  - Information about your care is accurate and up to date

- **Inclusive**
  - Your goals and needs are discussed with your healthcare provider and included in your care plan

- **Self-care**
  - You know your care plan & how to manage your care when you leave a health service

- **Participation**
  - You are involved in decisions about your care

- **Informed & aware**
  - You, your family & carer are given information about your care & understand your treatment options