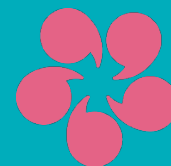


Shared Commitments



Conversation starters for patients

Communication is key to establishing a strong partnership between you, your designated family/support persons* and your healthcare team.

You and your designated family/support persons have a shared role in bringing the Shared Commitments to life. This includes being an active partner in your care and working together with your healthcare team towards your goals.

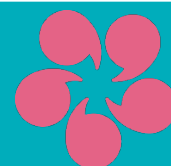
To help you feel more empowered to have important conversations, we've provided a handful of conversation starters that are connected to our Shared Commitments that you can use during conversations with your care team.

Questions to support your Shared Commitments conversations

Here are some specific questions to consider using during conversations between you and your healthcare team:

Shared Commitments Theme-Based Questions	
Be Partners	<ul style="list-style-type: none">• How can my family or support persons participate?• What can I do to help me get better?• How will my care plan help me resume my <i>[occupation, hobbies, etc.]</i>• How will my healthcare team be updated about changes to my care plan?
Embrace Compassion and Respect	<ul style="list-style-type: none">• I'm not feeling heard. Could you please give me a few minutes to explain how I'm feeling?• How can my goals and priorities be included in my care plan?
Be Inclusive	<ul style="list-style-type: none">• Can you please call me <i>[name]</i>?• I would like to be addressed with my preferred pronouns, which are <i>[pronouns]</i>.• How will my religious, spiritual and/or cultural practices be included in my care?• How can we include what's important to me in my care?

Shared Commitments



Build Understanding	<ul style="list-style-type: none">• I'm not sure I understand. Could you explain it in a different way or more slowly?• What resources are available to help me learn more?• What are the next steps in my care?
Honour Privacy and Confidentiality	<ul style="list-style-type: none">• How can my family or support persons be included? Can my support person take notes?• Could I record this conversation, so I can listen to it again later?• Can you please share my health information with [name]?
Discuss Your Concerns	<ul style="list-style-type: none">• Can I talk to you about a concern I have? Maybe we can work together to find a solution.• I don't feel like my concerns have been addressed. Who else can I speak with?• I'm a bit unsure about part of my care plan. Can we discuss my concerns?
Promote Safe, High-Quality Care	<ul style="list-style-type: none">• Based on my goals, what are the benefits and risks for this treatment?• What treatment option do you recommend?• Where can I learn more about the treatment options?
Champion Access	<ul style="list-style-type: none">• What are the options for addressing my needs closer to my home?• Can my care or after care be closer to home?• What other ways can I get help right now?• What can I do while waiting for my appointment?• What days or times could we pick to avoid having to make several trips?

For more information

- **Web:** ahs.ca/SharedCommitments

**A designated family/support person is an individual that you identify as an essential support, and who you want included in planning and decision making around your care.*