

# 3 Important Questions to Ask

Encourage Patients/Clients to **Ask**  
These 3 Important Questions to  
Improve Communication In Every  
Healthcare Interaction.

Encourage Patients/Clients  
to **Understand** the Answers to  
These 3 Important Questions to  
Improve Health Outcomes

## To Promote Conversation Between Healthcare Providers and Patients/Clients

1. What is my main health  
condition?

2. What do I need to do?

3. Why is it important for  
me to do this?

# When you answer...

When you are answering a patient's/client's questions, remember sometimes words can cause misunderstandings. Here are some other words that can be more helpful.

## Medical Words

Frequently used by clinicians in healthcare.

## Concept Words

Words used to describe an idea, metaphor or notion.

## Category Words

Words that describe a group or sub-set.

## Value Judgment Words

Words that may need an example or visual to convey their meaning.

### Problem Word

Benign Growth/Tumor  
Condition  
Dysfunction  
Oral  
Procedure  
Symptom

### Problem Word

Avoid  
Intake  
Option  
Referral  
Wellness

### Problem Word

Adverse  
Cognitive  
Hazardous  
Generic  
Support

### Problem Word

Adequate  
Cautiously  
Moderately  
Routinely  
Temporary

### Consider Using

**Not cancer**  
**Health problem/ concern, how you feel**  
**Problem**  
**By mouth**  
**Something done to treat/investigate your problem**  
**What is not feeling right**

### Consider Using

**Stay away from**  
**What goes into your body (eat or drink)**  
**Choice**  
**See another doctor, second opinion**  
**Good health**

### Consider Using

**Bad**  
**Learning, Thinking**  
**Not safe; dangerous**  
**Product without a brand name**  
**Help with your needs**

### Consider Using

**Enough**  
**With care; slowly**  
**Not too much**  
**At the same time every day/week/month**  
**For a little while**