

Welcome

Preparing for your medical appointment

Your Presenter is Louise Rath RN
Your Facilitator is Annie Sassin



1

2

Acknowledgment of Country



2

Introductions



Louise Rath is the Multiple Sclerosis Neuroimmunology nurse consultant at Alfred Health in Melbourne, Victoria. She has over 20 years' experience in public neurology services including outpatient appointments.

Louise is the Nurse Clinical Lead at the Alfred MSNI (Multiple Sclerosis & Neuroimmunology) Clinic focusing on patient experience, promoting engagement in health care and developing health literacy documents for the service with consumers.



3

Preparing for your Health Care Appointment

It's ok to ask
Patient engagement
Shared decision making



Louise Rath MSNI Nurse Consultant, Alfred Health, 2022

4

1. Introduction
2. Expectations Preparation for appointment
3. Time Appointment logistics
4. Consultation Taking control
5. Navigating your own Health Care
6. Types of future appointments
7. When it's not working



5

Planning and Expectations

Prepare (File)

Prioritise Questions

History 1 page

Symptom diary

Current medication

Relevant Tests (location)

Current vaccinations

GP name

Regular pharmacy



Why do you have this appointment?



Your MSNI Clinic visit engagement sheet

Instructions: Below are examples of common questions that clients of our service ask that may help you get the most out of your visit today

We suggest you select **only 1 to 2** questions or issues that are the **most important** to you to discuss

1. Diagnosis

- How do you know my diagnosis is correct?
- What type of MS do I have?
- Do I still have the same type of MS or has it changed?

2. My symptoms

- My walking has changed
- My coordination/balance has changed
- I have issues with my bladder or bowel
- I would like to talk about fatigue
- I would like to talk about my memory
- I would like to talk about pain symptoms

5. Treatment

- How does my treatment work?
- Is this treatment the best for me?
- Is my treatment working?
- I am worried about a side-effect

6. Relapses

- What is a relapse?
- How do I know that I am having one?
- What should I do when I think I am having a relapse?

7. Healthy living



Preparing for your appointment

- What's my diagnosis?
 - What caused my symptoms?
 - Treatment options?
 - Common side effects?
 - Next steps?

6

Appointment Logistics

- Where
- How
- What
- Wear



Consultation

- Be kind
- Phone or scribe
- File
- No 1 or 2 questions
- Confirm the plan



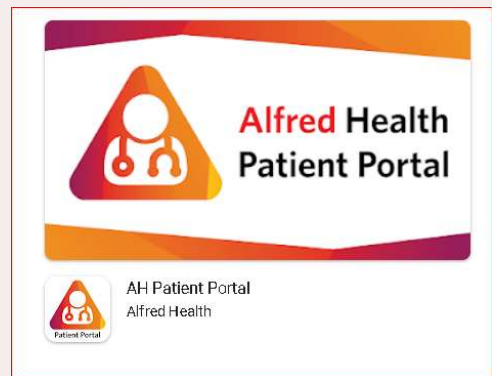
Types of future appointments

- Face to face
- Telehealth
- Phone
- Email
- Team



Navigating your own Health Care

- How do I contact the service?
- Is there a team?
- Trusted websites?
- Consumer reviewed information?



When its not working

- Long term relationship
- Is there a better fit for me
- Second opinions are ok
- What kind of relationship do you want



Research shows that when patients are engaged in their health care, it can lead to measurable improvements in *Safety and Quality*

Patient engagement in their own healthcare has been described as the **'blockbuster drug of the century'**

Be a Partner
in Your
Health Care

Take control
Think and Prepare
Take action and ask
questions that matter
the most to you

Summary

- Know why you have this appointment
- Know who you are seeing
- Know where and what time the appointment is
- Know what you need from this appointment
- Know what is helpful dress attire to HCP appointment
- Know your no 1 or 2 questions
- Know that your file is up to date
- Know your team
- Know not everything can be solved at one appointment
- Know that thinking, planning and action will help get



The best outcome for you

We're here to help you thrive – with a comprehensive suite of emotional and practical support



Plus Connect – is the gateway to information, advice, support and services



Plus Occupational Therapy – provides equipment, technology, home modifications and strategies for daily living



Plus Support Coordination – helps you connect with your NDIS services



Plus Physiotherapy – helps you improve your physical wellbeing



Plus Engagement – helps you understand and apply for the NDIS



Plus Continence – empowers you to take control of your bladder and bowel



Plus Advisor – provides personalised advice from an MS nurse or social worker



Plus Exercise Physiology – helps you create an exercise plan tailored to your goals



Plus Employment Support Service – helps you succeed at work



Plus Diet and Nutrition – helps you feel your best with nutritional support



Plus Peer Support – connects you with a community of other people living with neurological conditions, their family and carers



Plus Residential – provides long-term living options with full time care



Plus Education – empowers you with support and information to build your skills and knowledge



Plus Respite – provides a chance for people living with neurological conditions and their carers to have a break



Plus Financial Assistance Program – provides one-off funds for financial crisis



Plus Plan Management – helps you manage your NDIS payments



Plus Volunteering – giving back to your community can improve your wellbeing and give you purpose



MS Go for Gold Scholarships – provide one-off grants to follow a personal dream



Resources

Website:

- Webinars
- Podcasts
- Articles
- InTouch newsletter



Resource hub

We host free resources covering a range of topics to promote neurological wellbeing. Our podcasts, webinars, and articles feature the latest information with expert advice.

Keywords: Try "driving"

Resource type: All types

Topic: All topics

Showing 9 out of 126 resources

Speak to someone who understands

Call Plus Connect

Call 1800 042 138

Email us

connect@msplus.org.au



Thank You!

