



Important Update on Member Communication

The Alliance values our loyal community of providers and is committed to continuously improving member and provider customer satisfaction. We have an important update that we would like to share with you.

We received results from our annual member experience survey and it showed us that many of our members are leaving their health care visits with a feeling that the communication with their doctor could be improved. In the survey we asked our members to rate “How Well Doctors Communicate” using the following four statements:

- Doctors explained things in an understandable way
- Doctors listened carefully to you
- Doctors showed respect for what you had to say
- Doctors spent enough time with you

In the December 2016 Alliance Alert member newsletter, we provided a tool to help our members practice asking **Three Questions** (see preview below) at each doctor visit. We hope this tool will help members take an active role in communicating with their provider.

Thank you in advance for all you do to promote clear communication with your patients!

Three Questions for your Doctor When You're Sick


We all want a doctor we can talk to and understand. But it helps to know what questions to ask about your health concerns. Below are three simple questions. Ask these and leave your health care visit with what you need to know. Just cut on the dotted line and you are ready to go!

1. What is my main health concern? Be brave, ask your doctor questions until you understand.

2. What can I do to get better? Take medicines? Make lifestyle changes? See a specialist?

3. Why should I take these actions? How will it help? If I don't, what will happen?

You and your doctor are a team. Your questions will help you reach your common goal – better health for you!



Questions? Call Provider Relations, at 510-747-4510.