



# questions to ask your hospital about patient-centered care

Topic	✓	Questions to Ask
Access to Information		What type of information will you provide to me about my condition and treatment options? Will you provide me with decision aids that will help me to make the best individualized care decisions?
		Am I able to access a patient portal to help me manage my personal health information?
		How will I access my medical records while I am in the hospital? Will it be real time information that someone will explain to me? Do I have the option of adding my own perspective for the healthcare team to read and review?
		When my care team meets to discuss my plan of care, will I be invited to participate in those discussions?
Involvement of Family and Friends		Are there limitations on when I may have family/friends with me? Can they stay overnight?
		How will my family and friends be trained to help care for me, both while I am in the hospital and when I am discharged?
Personalized Care		How will you adjust mealtimes and routine checks around my schedule? For example, if I am a late sleeper, can I receive my breakfast and have my temperature taken later in the morning instead of being awakened?
		How do you document my personal health and treatment goals to share them with my care team?
Care Coordination		How will you communicate with my primary care physician and other specialists about my care and treatment in the hospital?
		While I am in the hospital, how will you assist me in scheduling follow-up appointments, filling prescriptions and learning basic skills to manage my care once I'm discharged?
		Will I receive follow-up calls once I leave the hospital to ensure that I'm on track with my treatment plan?
Patient Preferences and Comfort		Will I be able to see outside from my room and adjust my lighting and room temperature?
		Are there any activities other than television available, such as music or reading material?
		Are there lounges or outdoor spaces available for my family/friends and me to use for private conversations and visiting?
		Is a variety of food choices that take my personal or ethnic preferences into consideration available to me 24 hours a day if I am hungry? Can my family/friends cook food for me at the hospital?
		What types of complementary and integrative therapies such as massage are available to me and how would I access them?
Responsiveness to Patient or Family Concerns		What process should I (or my family member/friend) use to raise a concern while in the hospital?
		Do you have a process for a team to rapidly assess a patient who is deteriorating? Can a patient or family member initiate the team?
Patient Input in Hospital Operations		Do you have a patient and family advisory council, other committees or patient focus groups that I (or my family) can participate in to provide my input about my experience?
Patient Feedback		Do you have a patient and family advisory council, other committees or patient focus groups that I (or my family) can participate in to provide my input about my experience?