

COMPLAINTS

If you are not happy with the service and advice you receive from the doctor you are legally entitled to complain. Every doctor's surgery will have a procedure for this and the brochures about how to make a complaint are available. If you cannot see them, then ask for one.

You can also contact the Health & Disability Commission and speak with a health advocate.

www.hdc.org.nz

0800 11 22 33

Questions you might like to ask

- What is my diagnosis?
- What caused my condition?
- Should I make any lifestyle changes?
- What is the treatment?
- What are the benefits of this treatment and how successful is it?
- What are the risks and side effects of this treatment?
- Are other treatments available?
- What kinds of test will I have?
- When will I know the results?
- When should I have a follow-up?

This brochure was prepared by

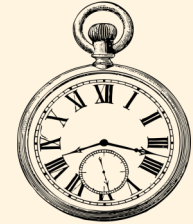
Centre 401 Trust
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Material for this pamphlet was gathered from:

- Centre 401 Brainwave workshop
- Royal NZ College of General Practitioners
- www.netdoctor.co.uk

MAKING YOUR



15 MINUTES

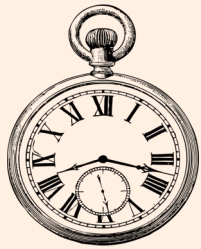
WITH YOUR



COUNT

15 MINUTES

AND counting



In a typical visit to a GP you and the doctor have 15 minutes together.

This is not a lot of time therefore it is important to make the best use of it. This pamphlet offers some suggestions that may ensure that you leave feeling that you were heard, that your concerns were taken seriously, and that a plan of action is in place.

DO

DO Prepare

Be prepared to be examined. This may include your tummy, legs, back, chest...so dress appropriately.

Ask, if you would like a person of the same gender in the room. If something has been worrying you for awhile keep a diary of how you are feeling and take it with you.

DO be Proactive

If you think you will need more time book a double appointment. Take someone with you if it makes you feel more comfortable. Ask question if you don't understand. Ask about what is going to happen next.

DO Get to the Point

15 minutes is ticking so get to the point. Be clear about what your concerns are.

DO be Persistent

If after the following the doctor's recommendations you feel you are no better, go back and see the doctor again. Sometimes diagnosis is a process of elimination.

DONT

DON'T Delay

Go to the doctor sooner rather than later. Saving up a long list of concerns only leads to frustration and not enough time to address them.

DON'T Doorknob

This means not waiting until your hand is on the doorknob to leave before saying what is really concerning you.

DON'T Deceive

It is important to answer questions honestly. If you don't, you make the doctor's job of diagnosis more difficult and you may lead the doctor in the wrong direction.

DON'T Self Diagnose

Doing research about your symptoms is fine but doctors don't generally appreciate a person coming in with a self-diagnosis and demanding treatment for it.
