



# My healthcare experience checklist

## Ask me

Check if I understand things  
Ask if I am ok with what is going to happen  
Ask if it's ok to share the things we've talked about with other people

## Respect me

Trust me as an individual  
Take me seriously  
Believe me when I tell you something  
Let me talk to you in private if I want to

## Involve me

In decisions about my healthcare  
In planning healthcare for the future  
Let me make choices about things that matter to me

## Talk to me

Explain things in a clear way that I will understand  
Don't use difficult words  
Use different ways, like pictures, to help explain

## Help me understand

The good and bad bits of what is going to happen  
What my rights are  
How I can get the help I need

## Understand me

Don't judge me  
I may change my mind about things  
Things may change as I get older

## Help me feel comfortable

Be friendly and kind  
Show an interest in me as a person  
Let me see the same people when I can  
Make my healthcare environment welcoming and comfortable

## Hear me

Find out what I am thinking and feeling  
Find out the best way to communicate with me  
Give me enough time to talk  
Find out what I think about my care, and act on the feedback

## Support me

Help me carry on doing the things I enjoy  
Help me communicate what I want  
Help me stand up for my rights

## Take care of me

Keep me safe  
Make adjustments if needed to help me use healthcare services