



# Tips to Help Your Patients Follow Their Treatment Plan

Here are some tips to help ensure the patient understands what you're saying about their health and well-being, as well as the medicines and tests you prescribe.

- Patients who frequently miss appointments need special attention.
- Review all forms with your patients to assure they understood all the questions you asked.
- **Do not use big words!** Many patients don't understand medical jargon and won't tell you they don't.
- Limit the amount of new information during each visit to about three concepts.
- Ask all patients to bring in all of their OTC and RX meds for each appointment.
- Review patient medications making sure they understand what they are for and the importance of taking them as directed.
- If your patients identify their medications by color or shape, that is a tip they need more attention and may not be compliant.
- Make sure your patient understands what they need to do to improve their health and only tell them what they need to know to accomplish that.
- Use specific medication instructions.
- Use the "Teach Back" method with all of your patients.
- Review any preventive screenings your patient needs at each appointment.
- Make appointments for patients before they leave your office.
- Assign staff to call patients to ensure they complete tests and referrals.

Jargon	Simpler way to say
Screening	Check-up
Dermatologist	Skin doctor
Immunization	Shots
Contraception	Birth control
Hypertension	High blood pressure
Oral	By mouth
Diabetes	High blood sugar
Diet	Food you eat
Hygiene	Being clean
Prevention	Stop from happening
Mental health	How you feel
Annually	Every year
Respiratory Problems	Breathing problems
Community resources	People who can help you
Monitor	Watch (your health)
Cardiovascular	Your heart
Referral	Send you to
Eligible	You can get
Arthritis	Joint problems

2019 Medicaid/Medicare materials can be used throughout 2019 and will be updated with the WellCare logo when reprints are ordered.

**Quality care is a team effort.  
Thank you for playing a starring role!**

