

# Elevate the Voice of Patients



**Giving them a seat on the Table**

**Patients for Patient Safety Foundation**

# Concerns Patients Have

Are my symptoms serious?

What all do I tell the doctor?

Is my diagnosis correct?

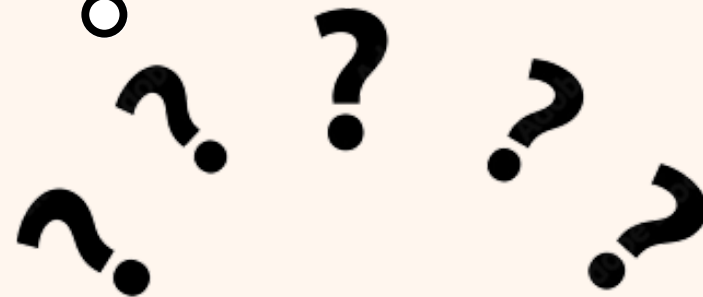
Shall I take a second opinion?  
When & How?

Are all the tests required?

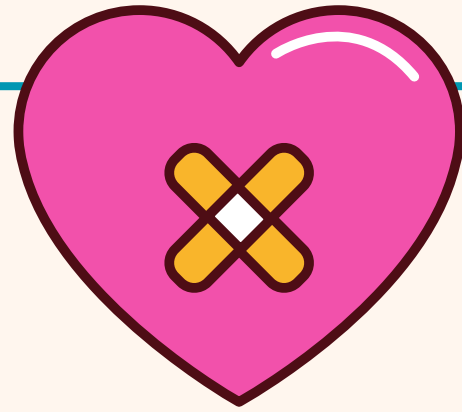
How expensive is the treatment?

How should I keep my records?

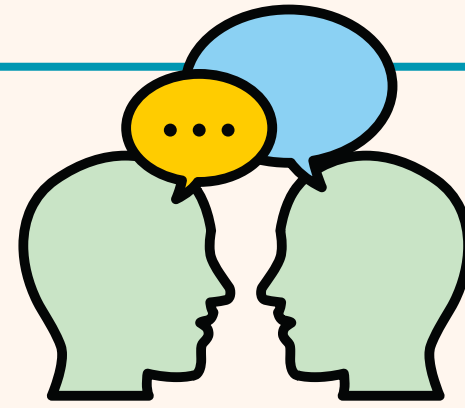
Where can I get answers to these questions?



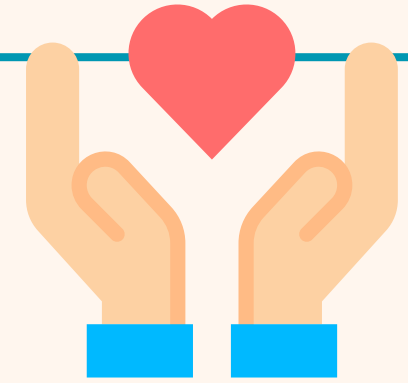
# Expectations of Patients



**Safe and Quick Recovery**



**Clear and Effective Two-way Communication**



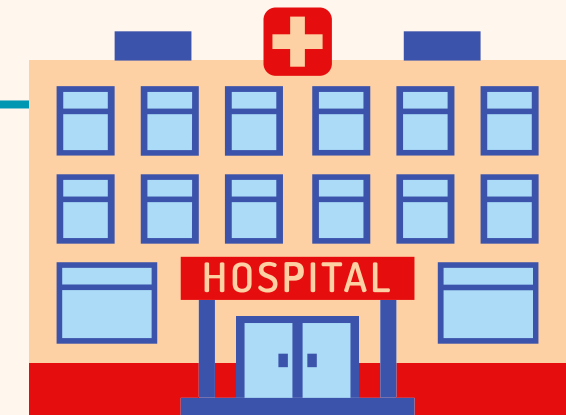
**Receive Empathy, Respect, and Dignity**



**Access to Information to help decide**



**Encourage Questions & Respond**

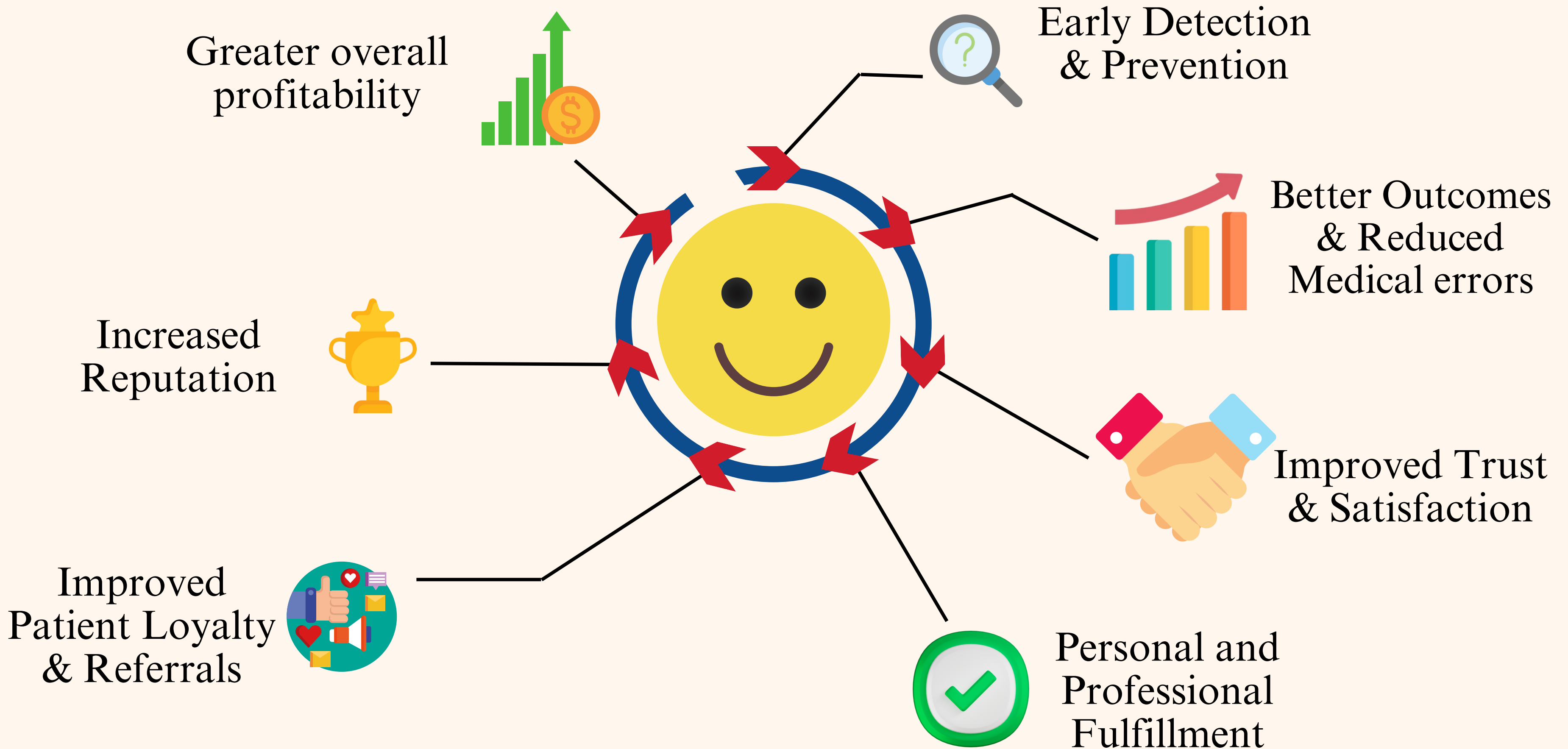


**Coordination of care across specialties**



**Transparent & Consistent billing - faster discharge**

# Advantages of Patient-Centricity

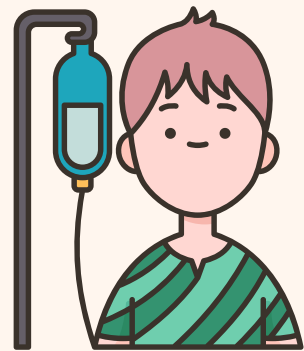


# How PFPSF helps the Cause



Make patients understand their Rights and Responsibilities

Risk & Causes of Medical harm, Guidelines to help prevent



Guidance on the Role that Patients can play

Provide alerts, tips, and advice for a Safe Patient Journey

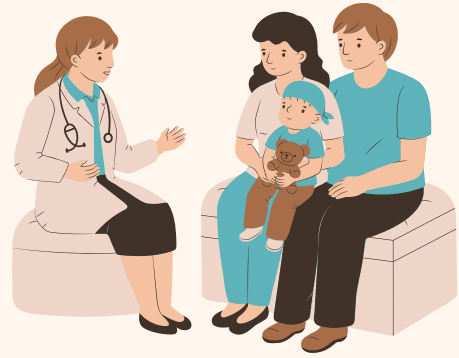


Knowledge of healthy lifestyle choices





# Advantages of PAC for Patients



- Opportunity for sharing Feedback and Expectations
- Enhanced Patient Experience - bring focus on patient-centricity
- Help understand healthcare providers' expectations of Patients
- Build mutual trust for constructive actions



- Receive and disseminate health-related guidance

