

PARENTS AS PARTNERS #1

Building a Relationship With Your Healthcare Team

You are a Partner In Your Child's Healthcare
YOU KNOW YOUR CHILD BEST

*Your experience
and knowledge
of your child*



*the experience
and knowledge
of the healthcare
professionals*



*the best decisions
about your
child's health*

Key Pieces To A Collaborative Relationship

HONESTY

Be an open and honest partner. Let the healthcare professional know what is happening in your family and what else you have done to help your child. It is important for families and healthcare professionals to acknowledge and discuss openly any concerns or issues.

RESPECT

Being considerate of others shows respect. You can do this by introducing yourself and calling the healthcare team members by name. You also show respect by listening without interrupting and following through on what you have agreed to do.

TRUST

With honesty and respect as the base, trust will develop over time. Begin with the belief that the healthcare professional wants to help and has the knowledge and skills to do so. Consider each meeting as a new opportunity to work together.

APPRECIATION

Showing your appreciation goes a long way. People feel valued when their efforts are acknowledged.

I really appreciate you taking the time to answer my questions today.



Emotions Are Powerful

"When I first heard my child's diagnosis I was in shock. I had trouble taking anything in at first so I started writing down what people told me. Sometimes I was too upset to process anything and had to ask for time to think. Once I was so angry I yelled at the nurse - when I calmed down I apologized and we worked things out."

Share, Share, Share

As the constant in your child's life, you have valuable knowledge that will help your health care team understand and treat your child.

Talk about...

- Your observations of your child's symptoms and behaviours
- What you have learned about your child's condition
- The impact on your family
- Important family beliefs and values
- Concerns that may be impacting your child's well-being
- Your intuition - your gut feeling on what's going on
- Any difficulties you may have with carrying out the recommended treatment plan

Prepare For Your Appointment

- Observe your child at home and bring notes of what you saw
- Bring information about your child's history
- Bring a list of questions
- Prioritize your concerns
- Bring list of medications with doses
- Remember your healthcare team has your best interests in mind

Everyone has time pressures. Doctors get called away, you get stuck in traffic, children get sick...

To respect each other's time:

- Call if you are late or have to reschedule
- Bring something to do while you wait
- Talk about what is most important to you first
- Leave space in your day for potential delays

Communicating what you want to know...

Throughout your journey with your child's health there will be times you want to know every detail of your child's care and other times when you want to leave the care to the healthcare professionals and only be informed about decisions.

You can tell the healthcare professional how much you want to know and how you want to receive the information.

Created by parents who have years of experience partnering with their child's healthcare team. For more information visit the website of the Family and Community Resource Centre at the Alberta Children's Hospital.

<http://fcrs.albertahealthservices.ca>

Alberta **Children's** Hospital

