



PATIENT GUIDE TO...

Appointment Preparation

Prepare for your medical appointments with
guidance on questions and considerations.



BEFORE YOUR APPOINTMENT



- What to bring.** As well as your questions, it is important to have all medications and symptoms listed, plus a pen and paper to write down notes.

Medications List

List or bring all the medicines you are taking, including vitamins and supplements.

.....
.....
.....
.....
.....
.....

Symptoms

Write down details of your symptoms, including when they started and any changes.

.....
.....
.....
.....
.....
.....

- Ask for support.** You can arrange for a friend or family member to come with you. You can also ask your hospital or surgery for an interpreter or communication support.
- Arrange transport.** Plan how you are going to get to your appointment, if and where you can park (if relevant), and what time you need to arrive to ensure you are ready for your appointment in good time. Clinics can become very busy at times, and you may be required to have blood tests so allow for extra time after your appointment if arranging transport home.
- Additional considerations.** If you are booked to have an Ultrasound, Fibroscan etc. check the instructions on your appointment letter to see if you need to fast before attending these scans.

DURING YOUR APPOINTMENT



Remember, you and your clinician are a partnership in achieving the best care for you, so feel confident to ask questions, and ask for answers to be explained or repeated as required.

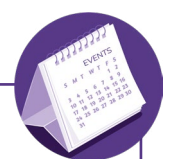
- Write things down.** To help remember things, or ask a family member or friend to take notes.

You may consider asking:

- for things to be repeated or explained if you don't understand, *"Can you say that again? I still don't understand."*
- for any words or acronyms you don't recognise to be explained and written down.
- what should happen next and when? *"Do I come back and see you?"* or *"Who do I contact if things get worse?"*
- for copies of any letters written about you – you are entitled to see these.
- what happens if you're not sent appointment details.
- if you can have the results of any tests.

- Before you leave your appointment.** Check that you've covered everything on your list and you understand everything. You can ask *"Can I just check I understood what you said?"*

AFTER YOUR APPOINTMENT



- Keep notes in a safe place.** Write down what you discussed and what happens next.
- Dates for the diary.** Don't forget to book any tests, or your next appointment if you can, put the dates in your diary.
- Support for life.** Visit pbcfoundation.org.uk to find out about the PBC Foundations support services.

REMOTE APPOINTMENTS



Since the pandemic many appointments continue to take place via telephone, or online video calls. The checklist in this guide also applies to the preparation for your virtual appointments, in addition it is important to have your environment and technology organised in advance to make the most of your appointment:

- Charge your device.** It may sound obvious, but make sure your phone or device is fully charged and you are in an area of good reception/internet connection.
- Environment.** Find a quiet space so that you are free from distractions and background noises.
- For telephone appointments.** It is helpful to use the speaker function so that your hands are free to make notes.
- For video appointments.** Before your appointment, make sure you have all the log-in details and passwords to hand – your appointment details should be sent in advance.

Understand how to access or download the relevant portal/video conferencing software. If in doubt, ask a friend or family member to help you test it out in advance, you can then check that your video and audio work too.

And finally, just like at a face-to-face appointment we recommend being ready to receive or log into your appointment ahead of time.

USEFUL RESOURCES

Our Patient Guides to Discussing PBC with your Clinician and Clinical Practice Guidelines provide information about the treatment of PBC and symptom management, these resources can be downloaded to help you prepare for your appointments.

www.pbcfoundation.org.uk/support-services/resource-library/



Scan for more PBC resources



The PBC Foundation is the largest PBC patient support organisation in the world. Our purpose is to have a positive impact on the quality of life of every person affected by PBC. Our services are provided free of charge to all registered service users, and include our helpline, website, meetings, conferences and publications.