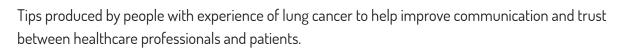
## How to build quality patient-professional relationships



## What healthcare professionals can do

- 1. Get to know us as individuals; our experiences are not the same.
- 2. Treat us with respect, warmth and care.
- 3. Communicate with us clearly and consistently (verbal and written).
- 4. Give us the information we need at the level we want it.
- 5. Tell us about the best and most recent treatments available.
- 6. Discuss our options with us and treat us as an equal partner in decision making.
- 7. Be positive and offer us hope even when our options are limited.
- 8. Recognise that we are the experts in living with lung cancer every day.
- 9. Be aware that our family members may have different information needs to us.
- 10. Do not blame us for having this disease and help us overcome lung cancer stigma.

## What patients can do

- 1. Remember you have the right to be respected as a person and not viewed as a medical case.
- 2. Prepare for your appointments, for example plan your questions in advance.
- 3. Be honest when discussing your day to day experiences of lung cancer.
- 4. Ask questions about what you need to know; there are no stupid questions about cancer.
- 5. Ask for further clarification if you do not understand.
- 6. Ask for advice on what to do if you are unsure.
- 7. Challenge professionals if you want to question something they have told you.
- **8.** Offer support to professionals where you can, for example write to the hospital if there are resource issues to address.





