Directions: This activity is intended to demonstrate how you can actively engage in your health during a health care visit.

- Review the Background and Key Elements (listed at right).
- Perform the role play with a health care provider.
- Listen to the follow-up discussion with observers as they discuss the health care visit.

Background: At your last health care visit, you were told that you have Congestive Heart Failure (often referred to as CHF) and high blood pressure. On this visit, you are returning because you have been experiencing other things (listed below).

Key Elements: Perform the role play as if you are the patient during a health care visit.

- Be sure to share what you’ve been experiencing, such as:
  - Tired
  - Ankles have been getting “fat,” especially at night
  - Breathing has become more difficult, especially when climbing steps
  - Sleeping has become more difficult and you have started sleeping on two or more pillows in order to get comfortable
  - Sometimes feel sick to your stomach, like you have eaten too much (even when it is not right after a meal)
  - No chest pain, but you do feel tightness at times
  - Ask your health care provider questions as needed.
Directions: This activity is intended to demonstrate to individuals how to actively engage in their health during a health care visit.

- Review the Background and Key Elements (listed at right).
- Perform the role play with the patient.
- Listen to the follow-up discussion with observers as they discuss the health care visit.

Background: The patient was diagnosed with CHF and high blood pressure at their last visit. The patient has returned because she/he is experiencing additional symptoms.

Key Elements: Perform the role play as if this is your patient in your own office. During the role play:

- Discuss with the patient “what” is happening, “what” and “why” they need to change, and “how” to accomplish it.
- Periodically ask the patient to repeat back to you what they heard you say (known as “teach back”).
- While it’s always the goal to discuss health care in “simple” terms; for this role play, use some “medical” terms to allow observers to identify them and the need for follow-up questions or more “simple” terms.
- Consider using terms such as: hypertension, edema, “normal” blood pressure, or “excessive” sodium.
- After the role play, ask observers to share what they heard.
- Consider asking observers questions such as:
  - What “medical” terms were used that could be confusing? What “simple” terms could have been used instead?
  - What “simple” terms were used?
  - What should you do when your provider uses terms you don’t understand (ask questions)? What were some questions the patient asked?
  - How can you make sure you understand what is being discussed (ask questions and repeat back what they heard)?
Directions:
This activity is intended to demonstrate how you can actively engage in your health during a health care visit.

- Listen to the patient and health care provider as they talk during a health care visit.
- Use the spaces to the right to record your observations.
- After the role play is complete, share your observations during the group discussion.

Observer

Observations:

1. What “medical” terms did the patient or health care provider use that could be confusing?

2. What “simple” terms did the patient or health care provider use?

3. What were some of the questions the patient asked?
   - Did they help to improve understanding?
   - What other questions could the patient have asked?

4. Did the patient repeat back information to the health care provider?