

# Building good relationships with healthcare providers to support medication management



**OPTI-HEx**  
OPTIMIZING HEALTH AND  
HEALTHCARE EXPERIENCES



**MedManageSCI**

- Developing a good relationship with your healthcare providers is important for supporting medication self-management
- Healthcare providers can help with:
  - ✓ Answering questions
  - ✓ Addressing concerns
  - ✓ Making recommendations that align with your values and beliefs



There are many different strategies you can try to help build a relationship with your healthcare providers. Here are **6** strategies you can start with:





1

**Self-advocate**

# 1

## Self-advocate

- Discuss your preferences and values about medications with your healthcare provider
- Some examples include:
  - Limiting prescription medications
  - Adding natural health products (e.g., vitamins)
- You may consider bringing someone (e.g., family member, friend) to support you in advocating for yourself



A photograph of two women in a professional setting. One woman, on the left, is wearing a light blue cable-knit sweater and is looking towards the right. The other woman, on the right, is wearing a light-colored cardigan over a pink top and is holding a white notepad and a pen, looking towards the left. A large, solid blue circle with a thin white border is positioned in the center of the image. Inside this circle is a large, white, sans-serif number '2'.

2

**Communicate clearly**

# 2

## Communicate clearly

- Prepare a list of questions ahead of time (refer to topics to discuss and questions to ask healthcare providers for some examples)
- If you have concerns about your medications, mention them to your healthcare provider (no concern is too big or too small to talk about)



**Ask questions**

# 3

## Ask questions

- Make sure all of your questions have been answered before leaving the appointment
  - **Tip:** it is helpful to create a list of questions ahead of time, refer to our list of questions to ask your providers for examples
  - Ask if you need to schedule a follow-up visit, who it will be with, and when it will occur



4

**Be honest**

# 4

## Be honest

- If you have experienced any lifestyle changes discuss them with your provider as they may impact your medication regimen
- Some examples of lifestyle changes include:
  - Exercise levels
  - Sleep patterns
  - Alcohol use
  - Tobacco use
  - Cannabis (marijuana) use



5

**Listen actively**

# 5

## Listen Actively

- **Active listening** is an effective communication skill and involves listening to the content, intent, and feeling of the speaker
- It involves both **verbal** (asking questions, repeating what was said) and **non-verbal** cues (eye contact, focus)



6

**Learn together**

# 6

## Learn together

- Accept that not everything will be known
- Communicate openly and work together along the journey

# Summary

- Building relationships with your healthcare providers will help support managing your medications
- There are many different ways to develop these relationships, but we have shared several options for getting started





For more information, please visit our lab website:

<http://www.optihexlab.com/>

Or email us:

[Medsci.study@utoronto.ca](mailto:Medsci.study@utoronto.ca)



UNIVERSITY OF TORONTO  
LESLIE DAN FACULTY OF PHARMACY