



# Tips for Improving Patient Communication

During each appointment you should ensure the patient understands the answers to these three questions:

**What is the  
main problem?**

**What does  
the patient need  
to do?**

**Why is it important  
for the patient  
to adhere to the  
treatment?**

This is based on the **“Ask Me 3”** program which encourages patients to ask providers these three questions. Ensuring patients understand the answers to these questions can help improve communication and lead to better patient outcomes.

Other tips to improve communication between providers and patients include the following:

- Use simple language; stay away from technical or medical jargon
- Create a safe environment where patients feel comfortable talking openly with you
- Sit down (instead of standing) to achieve eye level with your patient
- Use visual models to illustrate a procedure or condition
- Ask patients to “repeat back” the care instructions you give to them

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