



When you go to the doctor

Easy Read fact sheet



About this fact sheet



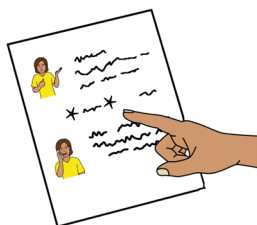
This fact sheet is from
Jean Hailes for Women's Health.



You can read more information about women's health on the [Jean Hailes website](http://www.jeanhailes.org.au).
www.jeanhailes.org.au



This fact sheet is written in a way that is easy to understand.



We add a star before and after ***hard words***.
Then we explain what the words mean.



You can ask someone to help you read and understand this fact sheet.



Contact information is at the end of this fact sheet.

When you go to the doctor



You might need to see a doctor.

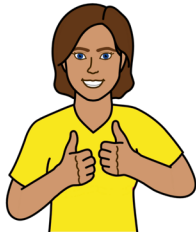
For example

- if you feel sick

- if you have pain.



You might feel worried about going to the doctor.



But there are things you can do to have a good ***appointment***.



An appointment means you meet with a doctor to

- tell them what is wrong

- get help to feel better.



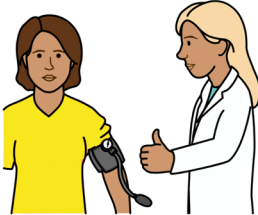
You can ask someone to support you when you need to see a doctor.

Before you see a doctor



There are things you can do before you see a doctor.

Find the right doctor



Look for a doctor who

- is kind and listens to you

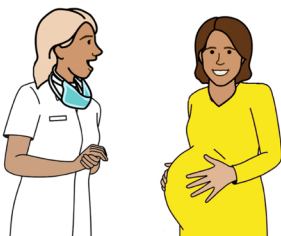


- explains things clearly

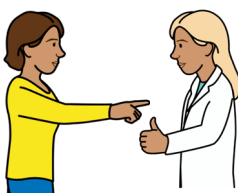


- works with other ***health professionals*** to give you the best care.

Health professionals are experts in different types of health care.



You can look for a doctor who knows about women's health care.



It is ok to ask for a female doctor.

Contact the clinic



Contact the clinic to ask questions before you book an appointment.

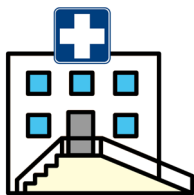
For example



- ask how much the appointment will cost and if they ***bulk bill***



- ask how long it will take to get an appointment



- ask if the doctor does ***telehealth*** appointments

- ask if the clinic is ***accessible***.



Bulk bill means you do not have to pay.



Telehealth means a phone or video call with a doctor.



Accessible means

- you can get in and around the building



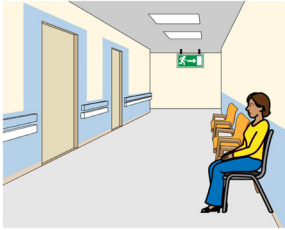
- you feel comfortable in the space.

You can also ask if the clinic is set up to meet your needs.

For example



- if you need a hoist to move onto a bed



- if you need a quiet place to wait for your appointment



- if you speak a language other than English or use Auslan and need an ***interpreter***.



An interpreter can help you and your doctor understand each other.

Longer appointments



If you need to talk about more than 1 health problem you can book a longer appointment.



A longer appointment will cost more.

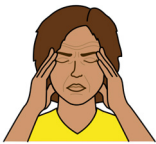
Write your questions



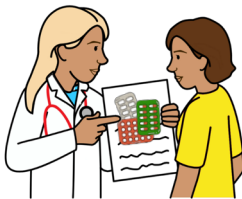
Write a list of questions you want to ask the doctor.



You can also write your ***symptoms*** and ***medical history***.



Symptoms are things you feel.
For example, you might feel sick or have pain.



Medical history means health problems and treatments you have had in the past.



Take your notes with you to your appointment.

Wear comfortable clothes



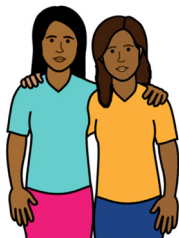
The doctor might need to check parts of your body.

It might help to wear comfortable clothes to your appointment.

Take someone with you

You can take someone with you to your appointment.

For example



- a family member

- a friend



- a carer or support worker.



You might feel better having someone with you.



They can also help you

- take notes



- ask questions



- say what you need.

At your appointment



Your doctor will ask you about your health problem.



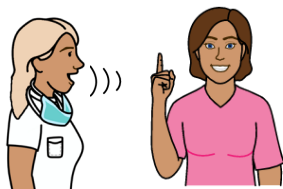
You can tell them about your symptoms and medical history.

You can also ask questions.



If your doctor talks fast or gives you lots of information you can ask them to

- slow down



- explain things clearly



- give you information to take home and read



- write important information and next steps.



You can also ask who will organise next steps.

For example, who will book follow up care?

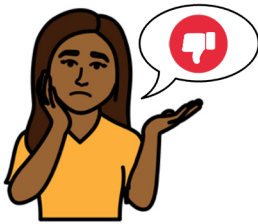
Tell your doctor about your needs

You do **not** need to rush when you talk to the doctor.



Tell the doctor if you feel uncomfortable.

For example, if you feel worried or scared.



You can tell the doctor if you have not been treated well by doctors in the past.



Tell the doctor how they can make you feel ok.

For example, ask them to explain what they will do.

Tell your doctor if they ask you to do something that is hard for you.

For example

- find information on a website
- go somewhere far away for an appointment.



You can stop the appointment at any time.

Know your rights

You have rights.

For example, you have a right to

- keep your information private
- say no if you feel uncomfortable
 - for example, if the doctor asks to check your private parts



- be treated with ***respect***.

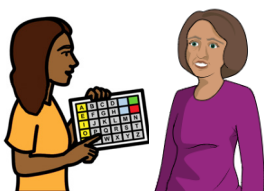


Respect means your doctor is kind and listens to you.



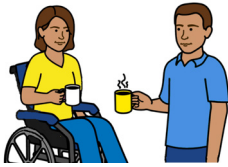
If you are not happy with the way you have been treated you can make a ***complaint*** to the doctor or clinic.

A complaint is when you are not happy and tell someone about it.



You can ask someone to help you make a complaint.

After your appointment



After your appointment you can do something nice for yourself.

For example, visit a friend or get a coffee.



When you get home make a list of things you need to do.



You can talk to someone you trust about

- the appointment



- how you feel

- what you can do next.



You can ask them to help with next steps if needed.

For example, help to

- book another appointment



- get medicine.



 **Jean Hailes**
for Women's Health



More information

For more information contact
Jean Hailes for Women's Health.

Call 03 9453 8999



Website www.jeanhailes.org.au



Help to speak and listen

If you need help to hear or speak, the
National Relay Service can help you make a call.



Call 1800 555 660



Website

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk



Help in your language

If you need help with other languages, contact
the Translating and Interpreting Service.



Call 131 450



Website www.tisnational.gov.au

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For more information, please visit www.jeanhailes.org.au

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Visit www.wwda.org.au or visit the new website that is easy to read called Neve www.neve.wwda.org.au

