



HEALTH CONSUMERS'
COUNCIL

You have the right to ask questions about your health.

Ask, ask, and ask again!

If you don't understand what the doctor says, you can ask them to say it again in a way that makes sense to you. If you think the doctor has not understood you, it's okay to speak up.

If you feel nervous or worried, you can bring someone to your appointments. This could be a family member, a friend, or a support person.

If English is not your first language, you can ask the clinic to get an interpreter for you. There is a free service called Translation and Interpreting Service (TIS) 131 450.

Useful tools

Online question builder from Healthdirect Australia
www.healthdirect.gov.au/question-builder

Not feeling listened to?

If you feel your doctor or other health provider is not listening or understanding you, an Individual Health Advocate may be able to support you with information or coming to your appointment.

Health Consumers' Council WA

We want everyone in WA to get fair and equitable healthcare. If you need more help, we're here for you.

On our website, you can find information and fact sheets to help you understand your health rights and speak up for yourself.

help@hconc.org.au
(08) 9221 3422
hccwa.org.au

Questions to ask your doctor, dentist, or other healthcare provider

Can you explain that to me again?

If you don't understand something, ask your doctor to explain it again in a way that makes sense to you. It's very important that you and your doctor understand each other.

Do I need tests or treatments? What are my options?

You have the right to know the good and bad things about any test, treatment, or medical procedure and why you need it. This helps you choose what to do next. You can also ask about other options and how well they work to make the best choices about your healthcare.

What can I do to help myself?

Sometimes, making changes to your lifestyle (like eating well or exercising) can help and you might not need a medical procedure.

Where can I get more help or information?

You can ask your doctor/health professional if they have easy-to-read information to help you understand your health and your choices. There may also be other people or services who can support you to work together with your doctor.

Do I need to see a specialist?

Ask your doctor if they can treat you or if you need to see a specialist. If you don't have private health insurance, ask if you can see a specialist in the public health system and ask about potential wait times. If your condition gets worse, go back to your doctor and ask to get an urgent referral.

How much will tests or medicines cost?

Some tests are free in the public system, but there can be long wait times to get an appointment. If you need to access tests in the private system, ask about the costs before you book any appointments.

Medicines can be costly, but some generic brands are cheaper and work the same. Ask your Dr or Pharmacist about generic brands that may be suitable.

Can I bring someone to my appointments with me?

You can bring someone to your appointment to help or support you. If you're going to talk about test results that make you feel worried, it might help to bring someone with you like a friend, family member or support person. If the support person can't be there in person, ask your Doctor if they can join by phone.

