

Social Skills

HEALTH MAINTENANCE SKILLS

Making a Doctor's Appointment on the Phone

Asking Questions about Medications

Asking Questions about Health-Related Concerns

Complaining about Medication Side Effects

Requesting a Change in Your Medication Dosage

Asking about a New Medication You Have Heard About

Reporting Pain and Other Physical Symptoms

Social Skills

Making a Doctor's Appointment on the Phone

- Step 1.** Identify yourself or give your name.
- Step 2.** Tell the person that you would like to make an appointment to see the doctor.
- Step 3.** Listen to the person's response. Be ready to provide any information that the person may ask for.
- Step 4.** Repeat back the time and date of the appointment given to you and then thank the person for their help.

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Asking Questions About Medications

- Step 1.** Choose a person to speak to, such as a case manager, a nurse, a doctor, or a family member.
- Step 2.** Ask the person your question about medication. Be specific.
- Step 3.** If you do not understand the person's answer, ask more questions.
- Step 4.** Thank the person for their help.

Social Skills

Asking Questions About Health-Related Concerns

Step 1. Choose a person to speak to, such as a case manager, a nurse, or a doctor.

Step 2. Ask the person your question.

Step 3. If you do not feel comfortable with the person's answer or if you do not understand, ask more questions.

Step 4. Thank the person for their help.

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Complaining about Medication Side Effects

- Step 1.** Choose a person to speak to, such as a staff member, a nurse, a doctor, or a family member.
- Step 2.** Tell the person you are concerned that you may be experiencing side effects from your medication.
- Step 3.** Describe the symptoms you are experiencing.
Remember to be specific.
- Step 4.** If you are speaking to a medical person, ask for advice about how to handle the symptoms. If you are speaking to a nonmedical person, ask for help in setting up a medical appointment.

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Requesting a Change in Your Medication Dosage

- Step 1.** Choose an appropriate person to speak to (e.g., a nurse or doctor).
- Step 2.** Explain why you want a change in your medication dosage.
- Step 3.** Discuss the advantages and disadvantages of changing your medication dosage.
- Step 4.** Ask questions if you do not understand what is being said.
- Step 5.** If you disagree with the advice, suggest a compromise.

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Asking about a New Medication You Have Heard About

- Step 1.** Tell your doctor that you have heard about a new medication called_____.
- Step 2.** Ask your doctor if they think that this medication may be helpful for you.
- Step 3.** Discuss the pros and cons of changing to a new medication.
- Step 4.** Listen carefully to what the doctor says.
- Step 5.** Let the doctor know what you think.

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Reporting Pain and Other Physical Symptoms

- Step 1.** Choose an appropriate person to speak to.
- Step 2.** Tell the person that you are not feeling well.
- Step 3.** Describe the symptoms (e.g., pain, dizziness) to that person.
- Step 4.** Listen to that person's response and ask for help if you need it.