

You: The Smart Patient

Talking Points

- Hospitals encourage their patients to be knowledgeable and active participants in their own health care or that of a family member. We applaud the authors for tackling a difficult project with such wide-ranging subjects.
- Although much of the information presented in the book is helpful, there are sections related to the delivery of care in the hospital that assume standardized procedures are in place among all hospitals, such as the administration of medication.
- Patients should not assume all hospitals function the same way nor necessarily have the variety of caregivers referenced in the book on staff. Hospital staffing and procedures vary from organization to organization. This variation is normal and does not necessarily reflect negatively on a hospital.
- Because it is important for consumers to become more educated about their health, it is unfortunate the authors found it necessary to sometimes use irreverent and tongue-in-cheek references and illustrations that may take away from the serious content provided in the book.
- Patients should make health care decisions in partnership with their physicians and with the best information available. Hospitals often have helpful information for patients available on their Web sites or by request.

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