

***Consumer Engagement:  
Using the Right Questions to  
Receive High-Quality  
Healthcare at a Lower Cost***



**... catalyzing the spread of healthcare best practices**  
**[www.hcgc.org](http://www.hcgc.org)**

LESS OF THIS...



MORE OF THIS...



LESS OF THIS...



**SHARED RESPONSIBILITY**  
having important  
conversations necessary to  
receive high-quality  
healthcare at a lower cost



## **What is Patient Engagement?**

**... the actions we take to support our health and to benefit from healthcare**



## Patient Engagement

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**Patients largely determine their own outcomes!**

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## Quality

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# 3

### **Barriers to shared decision making**

Overworked physicians, insufficient provider training, and clinical information systems that failed to adequately track patients.

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## Cost

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# 21%

### **Increased medical costs**

Patients with the lowest activation scores—having the least skills and confidence to actively engage in their own health care—incurred costs up to 21 percent higher than patients with the highest activation levels.

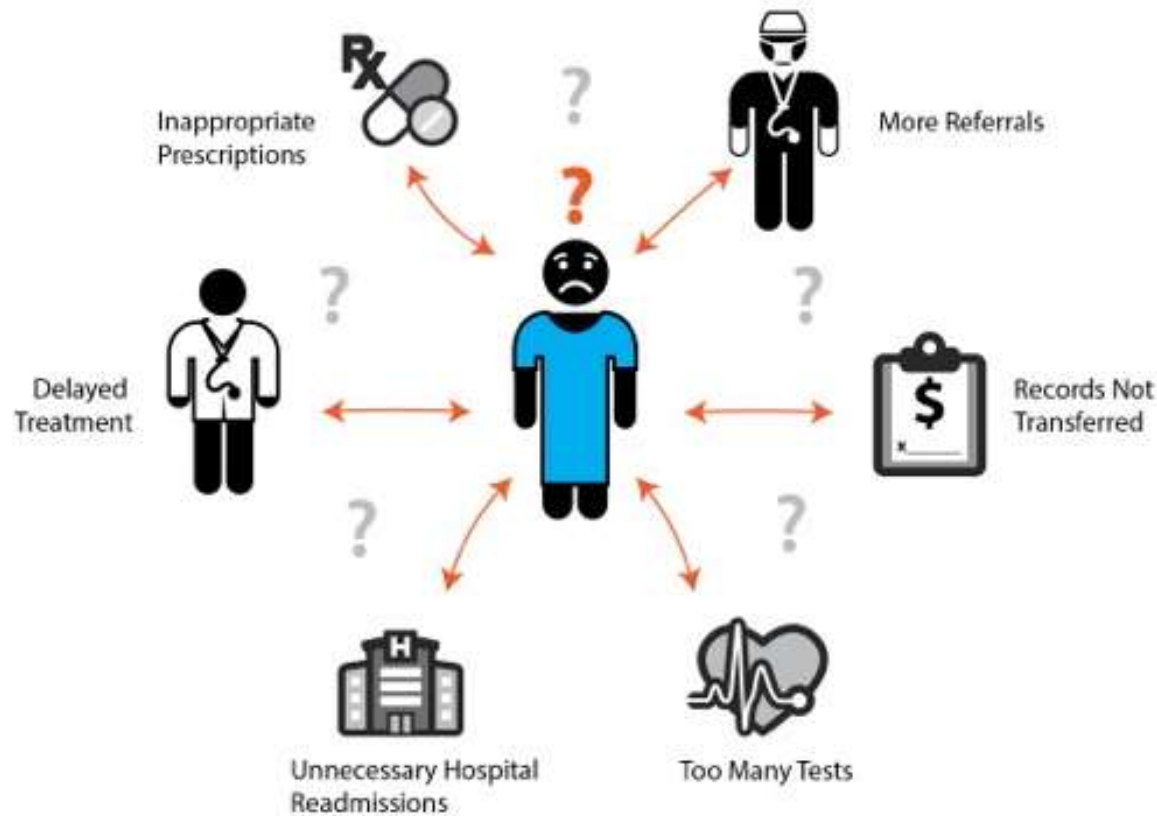
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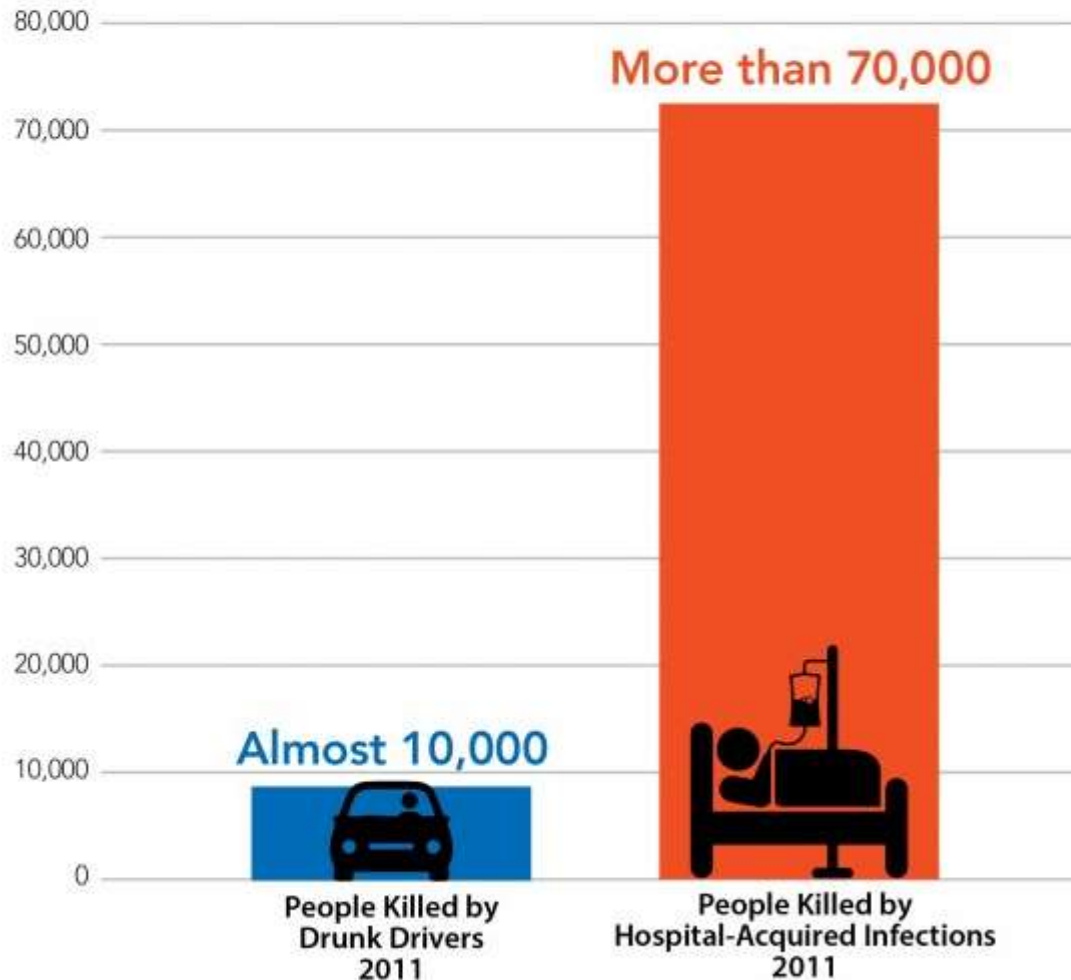
# WHY patient engagement is important to you and your family...

## Too Many Patients Have to Manage Their Own Care

Uncoordinated Care Results in Worse Outcomes, Higher Costs & Patient Frustration



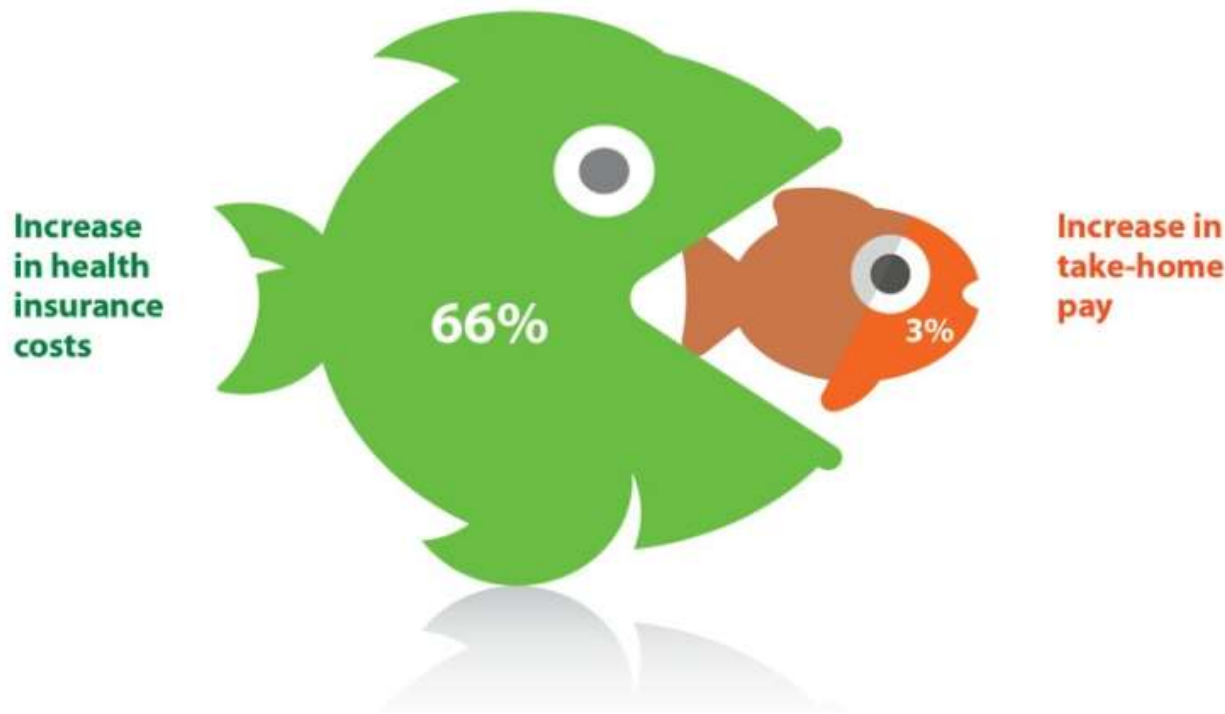
## Hospitals Can Be Dangerous



Every year in the U.S., drunk drivers kill almost **10,000** people, but hospital-acquired infections kill **over seven times** that many.

The CDC estimates these infections add **\$45 billion** every year to hospital costs.

## Rising Health Insurance Costs Reduce Take-home Pay



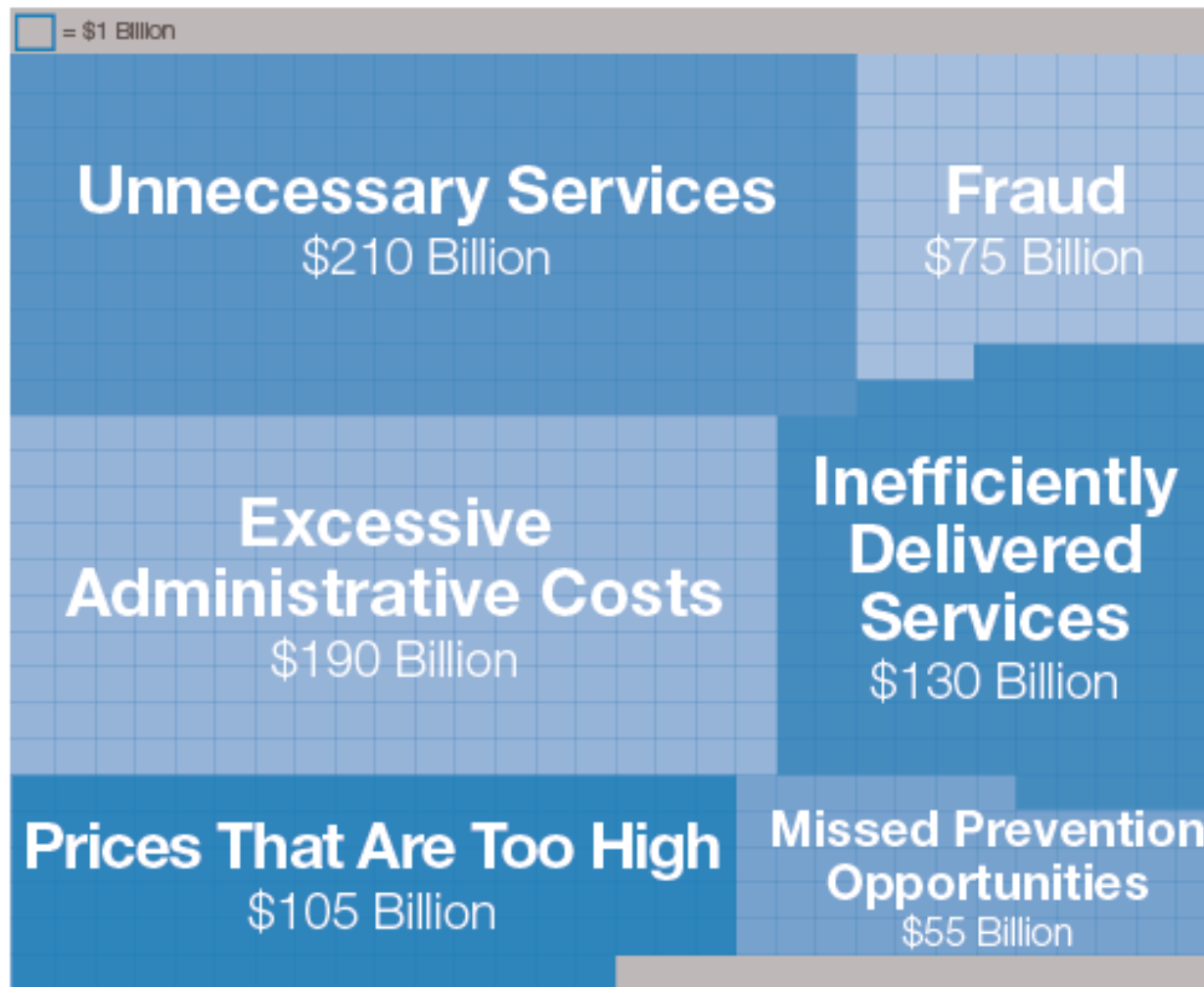
From **2000-2013**, overall health insurance costs for workers increased **66%**.

This increase left less money for take-home pay —  
which increased only **3%**.



# WHY patient engagement is important to you and your family...

As much as 30%: wasteful, unproductive or unnecessary



Source: Institute of Medicine (IOM). *The Healthcare Imperative. Lowering Costs and Improving Outcomes.* Infographic, 2010 (<http://iom.edu/Reports/2011/The-Healthcare-Imperative-Lowering-Costs-and-Improving-Outcomes.aspx>)



# KNOW your current patient engagement level...

Patient Engagement Levels	Description
<b>Low engagement</b>	<ul style="list-style-type: none"><li>• Take little to no personal engagement in your own healthcare</li><li>• Information you receive comes only from your doctor and</li><li>• Little to no dialogue happening during your doctor visits</li><li>• Rarely ask for clarification from your physician</li><li>• Don't actively make choices that help prevent diseases and/or illnesses</li></ul>



# KNOW your current patient engagement level...

Patient Engagement Levels	Description
<b>Average engagement</b>	<ul style="list-style-type: none"><li>• Some engagement in your own healthcare</li><li>• Most of the information comes directly from your doctor</li><li>• Some dialogue is happening during your doctor visits, you don't ask questions often and trust your physician is making the correct choice without asking for explanations</li><li>• You believe there are small changes you can make to improve your overall health, but do not actively make those changes on a regular basis</li></ul>



## PATIENT QUOTE

"I have to ask the questions.... I think my mom really appreciates that somebody's being her advocate."

-Molly Glassman



# KNOW your current patient engagement level...

Patient Engagement Levels	Description
<b>High engagement</b>	<ul style="list-style-type: none"><li>• Active role in your healthcare, but still rely on majority of the information from your doctor</li><li>• Dialogue happens often between you and your doctor and you usually ask questions if you do not understand</li><li>• You understand the steps you should take to prevent diseases and illnesses and make decisions based on those steps with your doctor</li></ul>



## PATIENT QUOTE

"I think that if I had not started to ask questions of my doctor, I honestly think I'd be dead today."

-Bill Lee



# KNOW your current patient engagement level...

Patient Engagement Levels	Description
<b>Very high engagement</b>	<ul style="list-style-type: none"><li>• Active role in your healthcare and find it important to research and understand healthcare issues that may affect you or your family independently of your doctor</li><li>• Upon visiting your doctor, you have questions would you like answered and openly encourage dialogue</li><li>• You find it very important to educate yourself on health issues from external resources other than your doctor and take the time to personally assess your health risks, then discuss with your doctor to come up with a health plan that works for you</li></ul>



## PATIENT QUOTE

"I gained so much knowledge by asking those questions. I think a successful patient / doctor relationship is being able to ask one another questions."

-Christina Cyphers





## 5 QUESTIONS to Ask Your Doctor Before You Get Any Test, Treatment, or Procedure

- 1 Do I really need this test or procedure?
- 2 What are the risks and side effects?
- 3 Are there simpler, safer options?
- 4 What happens if I don't do anything?
- 5 How much does it cost, and will my insurance pay for it?

Some medical tests, treatments, and procedures may not help you. And some of them might cause harm.

Use these **5 questions** to talk to your doctor about which tests, treatments, and procedures you need — and which you don't need.



<http://consumerhealthchoices.org/campaigns/choosing-wisely/>

# Patient engagement tools are emerging...

A) Free resources for more sensible healthcare decisions  
[consumerhealthchoices.org](https://www.consumerhealthchoices.org)



B) Determine fair prices in your area for healthcare services  
[healthcarebluebook.com](https://www.healthcarebluebook.com)



C) Letter grade reflecting how safe hospitals are for patients  
[hospitalsafetyscore.org](https://www.hospitalsafetyscore.org)



D) Quality of care information on at over 4,000 hospitals  
[medicare.gov/hospitalcompare](https://www.medicare.gov/hospitalcompare)



F) No-cost app to help patients have a more productive visit with their doctors  
[visithelper.com](https://www.visithelper.com)



G. Provide total cost of care information for healthcare services  
[guroo.org](https://www.guroo.org)



# ConsumerHealthChoices

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Explore and use our free resources for more sensible healthcare decisions:

Campaign  
partners

Health  
professionals

Patients and  
consumers

## Our free reports and videos, for smarter health choices



### Tests and treatments

Prepare yourself for discussions and decisions with these plain-language guides. We cover the most commonly used -- and overused -- tests, imaging methods, drugs and procedures.

[Read more —](#)



### Hospitals

Our Hospital Survival Guides give you simple steps -- before, during and after your stay -- for improving your safety and the success of your medical procedure. Share these PDFs with your friends, too.

[Read more —](#)



### Drugs and supplements

Most people spend far more on prescription drugs than they need to. Use our Best Buy Drugs reports to find the safe, effective, inexpensive options for treating your disease or symptoms.

[Read more —](#)



### Price reports

You might be surprised by the range of prices charged for elective procedures, depending on who's paying and who's providing the service. Take control over your own medical budget with these guides to fair prices.

[Read more —](#)



## The Choosing Wisely Campaign



*Educating consumers about appropriate care*

### [Alzheimer's Disease Testing \(SNMMI\) →](#)

- If you're having memory problems, your doctor should look for other causes before ordering a brain scan.

### [Antibiotics for Ear Infections in Children \(AAFP\) →](#)

- In most cases of middle ear infection, antibiotics are not needed. Here's what to do instead.

### [Antibiotics For Pink Eye \(AAO\) →](#)

- Antibiotic eye drops or ointments don't usually help with conjunctivitis. In fact, they can do more harm than good.

### [Antibiotics for Respiratory Illness in Children \(AAP\) →](#)

- Most of the time, children don't need antibiotics for sore throat, cough or runny nose.

### [Antibiotics for Urinary Tract Infections in Older People \(AGS\) →](#)

- Many older people get antibiotic treatment for urinary tract infections when they don't need it.

### [Antibiotics For Your Skin \(AAD\) →](#)

- There are risks to using antibiotics needlessly on your skin. And there are better ways to control eczema and help your skin heal.

### [Antibiotics: When You Need Them and When You Don't →](#)

- When and how to use antibiotics to help you and your loved ones avoid drug resistance.



## Antibiotics

When you need them—and when you don't

**A**ntibiotics are strong medicines that can kill bacteria. But we have overused antibiotics for many years. As a result, we now have bacteria that resist antibiotics. Resistant bacteria cause infections that are harder to cure and more costly to treat.

Antibiotic-resistant infections can strike anyone. They can be passed onto others. For example, more and more healthy young people are getting skin infections from MRSA, a

bacteria that resists many common antibiotics. MRSA is spreading in households, daycares, schools, camps, dorms, gyms, team sports, and the military. Try to protect yourself and your loved ones. Here's what you need to know to help prevent resistance:

**Drug-resistant infections kill at least 23,000 children and adults in the U.S. every year.**

**Taking antibiotics makes you more likely to get a resistant infection in the future.**

Sometimes you need antibiotics to prevent or treat an infection. But half of antibiotics prescriptions are not needed.

It is normal to have bacteria on your skin and in your body. Many bacteria are harmless. They can even keep you healthy. When you use an antibiotic, it kills most bacteria, including the friendly ones. But a few bacteria survive. These resistant bacteria can multiply and take over.

**Antibiotics have side effects.**

Each year, 14,000 Americans die from severe diarrhea caused by antibiotics. Other side effects include vaginal infections, nausea and vomiting. Serious allergic reactions include hives, swelling of the face and throat, and breathing problems. Some antibiotics can cause permanent nerve damage and torn tendons.

**Resistant infections cost a lot.**

Resistant infections usually need more costly drugs, more medical care or longer hospital stays. It costs over \$40,000 extra to treat a resistant bloodstream infection in one hospital patient. Resistant infections cost \$20 billion each year.



## The Best Buy Drugs Campaign

**BEST  
BUY  
DRUGS™**

### [ACE Inhibitors →](#)

- This report compares the effectiveness, safety, and cost of the 10 ACEs.

### [Antidepressants →](#)

- Individual needs vary and people respond to antidepressants quite differently.

### [Antihistamines →](#)

- We evaluate seven second-generation antihistamines in this report.

### [Antiplatelet Drugs →](#)

- This report evaluates the use of five antiplatelet drugs.

### [Antipsychotics →](#)

- Newer and quite expensive antipsychotics have largely eclipsed an older generation of drugs.

### [Antipsychotics for Depression →](#)

- The atypical antipsychotics aren't good first choices as add-ons to antidepressants.

### [Antipsychotics in Children →](#)

- This report focuses on the use of prescription medications called atypical antipsychotics by children and teenagers.

### [Best Drugs For Less →](#)

- Find Best Buy Drugs that are less expensive, as effective and as safe as some pricey, brand-name drugs.

### [Beta-Blockers →](#)

- Your choice of medicine could mean a big difference in expense.

### [Calcium Channel Blockers →](#)

- Consider them as initial treatment for people with high blood pressure plus angina or a high risk of stroke.

*Providing guidance on prescription medicines*

**ConsumerReports™**  
**BEST BUY DRUGS™**

Using Antidepressants to Treat  
**Depression**  
COMPARING EFFECTIVENESS, SAFETY, AND PRICE

**Contents**

- 2: Our Recommendations
- 3: Welcome
- 5: What Are Antidepressants and Who Needs Them?
- 9: Choosing an Antidepressant—Our Best Buy Picks
- 21: The Evidence
- 25: Tips to Talking With Your Doctor
- 26: How We Picked the Best Buy Antidepressants
- 27: Sharing this Report
- 27: About Us
- 28: References

The cover features a purple background with a white grid. On the left, there are silhouettes of a person sitting at a desk and another person standing. On the right, there is a white caduceus symbol. The text is in white and black.



## Search



- Hospital
- Physician
- X-ray, Imaging
- Labs
- Cosmetic Medicine
- Hearing Aids
- Dental
- Medications
- Resources

### Knee MRI (with and without contrast)

Total Fair Price: \$1,163

#### Fair Price Fee Details

##### Physician Services

**Fee:** \$1,163

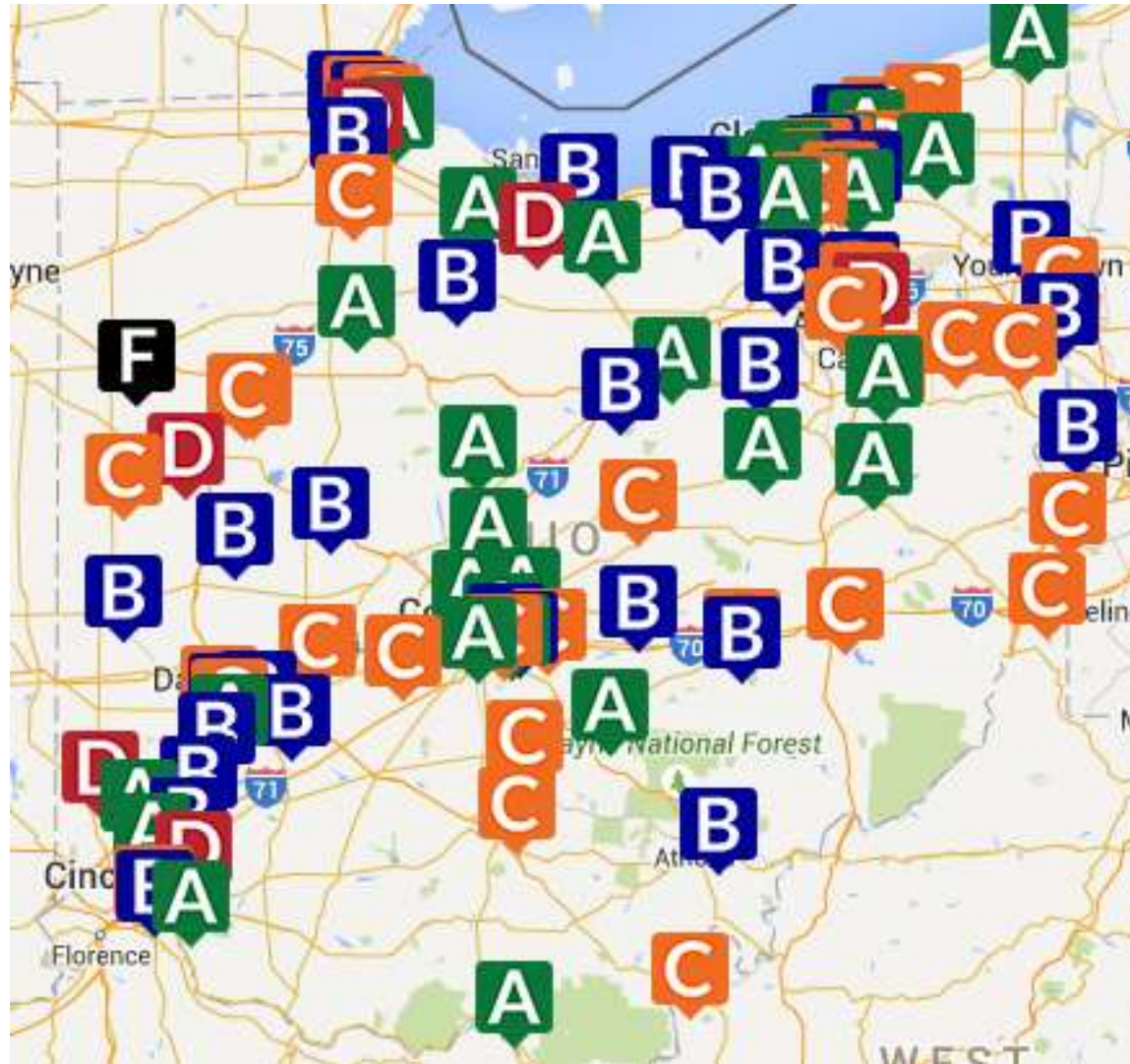
**Fee Details:** Price includes the total amount for both physician (interpretation) and technical (imaging) fees. Sometimes the test will be billed in two parts but they should add up to the listed price. Physician interpretation and technical imaging combined fee.

**Pricing Agreement:** [Printable Detailed Pricing Agreement](#)

Results are customized to: 43215

#### Did You Know

The cost of certain in-network procedures can vary by over 400%. The biggest factor driving cost is where the care is provided.



**1 in 4 Medicare patients will walk out of a hospital with an issue they didn't walk in with, many of which are fatal.**

[Hospital Compare Home](#)

[About Hospital Compare](#)

[About the data](#)

[Resources](#)

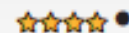
[Home](#) → [Hospital Results](#)

## RIVERSIDE METHODIST HOSPITAL

3535 OLENTANGY RIVER RD  
COLUMBUS, OH 43214  
(614) 566-5000

Distance ⓘ: 6.3 miles

[Add to My Favorites](#)  
[Map and Directions](#)



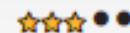
Patient survey summary star rating. More stars are better.  
[Learn More](#)

## OHIO STATE UNIVERSITY HOSPITALS

410 WEST 10TH AVENUE  
COLUMBUS, OH 43210  
(614) 293-9700

Distance ⓘ: 3.0 miles

[Add to My Favorites](#)  
[Map and Directions](#)

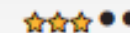


## MOUNT CARMEL WEST

793 WEST STATE  
STREET  
COLUMBUS, OH  
43222  
(614) 234-5000

Distance ⓘ: 0.9  
miles

[Add to My Favorites](#)  
[Map and Directions](#)



# Welcome To VISIT HELPER



## Plan a New Visit

The first step you take... over and over. Simply hit this button to set up a new visit. Answer a few questions, and you're on your way!



## Visit Prep

Once you've setup a visit, you'll be taken directly to Visit Prep. We'll help you gather some key info and get you thinking about how the visit will go.



## Visit Worksheet

Each visit has a unique Visit Worksheet. Use it, on your device or printed out, to ask your doctor questions or to take notes.



## Visit Wrap-up

Head to Visit Wrap-Up to create some Action Steps based on what you have learned at the visit.



## Action Plans

Create action plans to help reinforce what you have learned, be healthy, and stay on track for your next appointment!



## Profiles

Add as many family members as you would like in your account. You can add friends, too... we won't tell.



- Access via browser at [visithelper.com](http://visithelper.com)
- App available at Apple Store and Google Play

Available on the Web  
[visithelper.com](http://visithelper.com)

Available on the iPhone  
 App Store

ANDROID APP ON  
 Google play

Test

PRINT

# MRI Scan Without Dye - Lumbar Spine

A Magnetic Resonance Imaging (MRI) scan of the lumbar or lower spine uses magnets and radio waves to make detailed images of

[read more](#) ▾

**COST OVERVIEW**

## Cost Overview

[show cost ranges](#)

WHAT TO EXPECT

QUESTIONS TO ASK YOUR PROVIDER

HOW TO PREPARE

RELATED LINKS

PRINT

Estimated costs are based on data collected nationally in the Health Care Cost Institute (HCCI) database.

Accuracy of your estimated costs for your area depends on a number of factors, including the amount of data we have for your area.

In addition, your actual costs may vary based on your health status, any insurance plan you have, and other factors. Cost data may not be available for all areas.

[Learn more](#)

### National Average

**\$708**

IN YOUR AREA:

### Ohio State Average

**\$639**

### Columbus, Ohio Average

**\$942**

[Click here to change location.](#)

**Tools provided by your employer,  
health plan, healthcare provider,  
retirement system, etc...**



Learn from your questions and reflections!

