



The Joint Commission Debuts the Fourth Video in Its Animated Speak Up(TM) Series

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How Best to Prepare for, and What to Ask During, Doctor's Office Appointments

OAKBROOK TERRACE, IL - (Marketwire) - Jun. 1, 2011 - The Joint Commission announces the release of its fourth and newest episode in the ongoing animated Speak Up™ video series. The new video, "Speak Up: At The Doctor's Office," encourages patients to write down questions about their health, to share a list of their medications with their doctor, and make sure they understand everything that is explained during medical checkups. The first three videos in the series, the first of which debuted in March 2011, emphasize the importance of being comfortable speaking up about your health care; speaking up about infection control; and speaking up about managing and taking medication safely.

Produced by The Joint Commission, these entertaining 60-second videos are intended as public service announcements. They air on The Joint Commission's YouTube Channel, as well as other venues. The new video features the characters Marge Popple, Dr. Gregg and Billy, as Marge confronts the need to "speak up" about a recurring pain in her left shoulder during a visit to her doctor's office. The messages in this video explain the importance of preparing a list of questions for your doctor ahead of time; taking notes while listening carefully to your medical team; and repeating what your doctor or health care provider has shared to make sure you understand why you may need certain medications, why you are being examined, or why you may need a certain procedure or lab test.

The Joint Commission's award winning Speak Up program features brochures, posters and buttons on a variety of patient safety topics. The national program urges patients to take a role in preventing health care errors by becoming active, involved and informed participants on the health care team. The basic framework of the Speak Up campaign encourages patients to:

- Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.
- Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.
- Ask a trusted family member or friend to be your advocate (advisor or supporter).
- Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.