

**Toward Better Understanding: Communicating Our Stories**  
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**IT'S PERSONAL**

- ❖ Gastroparesis: Life Forever Altered
- ❖ Social Media: Bringing Our Stories to Light
- ❖ Working Together to Improve Care
  - ❖ Patient Communication: The Office Visit
  - ❖ What Patients Wish Doctors Knew
  - ❖ What Matters Most to Patients



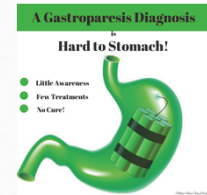
**PATIENT COMMUNICATION: YOUR OFFICE VISIT**

- ❖ Be Prepared
  - ❖ Gather & Organize Materials
    - ❖ Medical Records
    - ❖ Questions & Notes
  - ❖ Identify Priorities
- ❖ Verbal & Nonverbal Communication
  - ❖ Practice Active Listening
  - ❖ Demeanor & Body Language Matter
  - ❖ Speak Up
    - ❖ Ask Questions
    - ❖ Note Concerns
- ❖ Know Your Role & Goals
  - ❖ Physician Expertise
  - ❖ Patient Experience



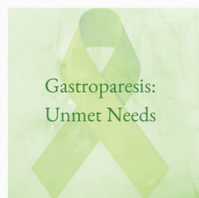
**WHAT PATIENTS WISH DOCTORS KNEW**

- ❖ It's Emotional
  - ❖ Depression & Anxiety
  - ❖ Loneliness & Isolation
  - ❖ Fear of Disbelief & Dismissal
  - ❖ Waiting for Answers
  - ❖ Seeking Control
- ❖ It's Physical
  - ❖ Variation in Daily Symptoms
  - ❖ When We Defy the Textbook
  - ❖ Describing Our Symptoms is Difficult!
  - ❖ All These Tests!
  - ❖ The Need to Know



**WHAT MATTERS MOST TO PATIENTS**

- ❖ Quality of Life
  - ❖ Focus on Our Goals
  - ❖ Cures vs. Symptom-Control
- ❖ Quality of Care
  - ❖ Resources
  - ❖ Protocols
  - ❖ Education
  - ❖ Coordination
- ❖ Quality of Interactions
  - ❖ Compassion & Empathy Go a Long Way
  - ❖ The Power of Being Heard, Understood & Believed
  - ❖ Don't Steal Our Hope
  - ❖ Dignity & Respect: We Are Valuable & Unique



**GRATITUDE**

We are grateful to the ANMS and everyone in attendance for your continued efforts to reach out to our community and engage with us in meaningful ways. We appreciate your consideration and hope you will remember us going forward.

**Thank you!**

