LANGUAGE IN HEALTHCARE

LIFT

ACCESS

Proximity

"That clinic is too far from where I live."

"I can't drive across town every time I need blood work."

"If I needed major surgery, I'd leave the state. We just don't have the specialists here to deal with the major stuff."

Affordability

"They won't take my insurance."

"I haven't gone back for visits simply because you're going to have to pay $60 for the co-pay and then you've got to pay the physician's fee."

Relationship

"I wish my doctor would listen more before referring me out."

"I just want someone at the hospital to know me, not my chart, but me."

"I want them to listen and be honest with me."

Availability (PCPs, specialists, facilities)

Transparency & Openness

"I want to be able to see my test results as soon as they are ready."

Timeliness & Urgency

"By the time I could get an appointment, my condition had already gotten worse."

"They don't call me back."

Accommodation of Care

"There were options, but still I couldn't get in anywhere for months."

"I use the portal all the time. I can access all my data there. Its also just another way to get in touch with my doctor."