

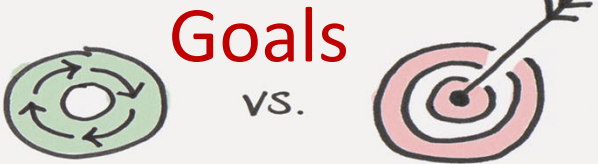
This program is sponsored by the International Foundation for Gastrointestinal Disorders. The views and opinions expressed in this presentation do not necessarily reflect the official position of IFFGD. Information and resources shared should not replace any medical care you are receiving. Finally, it is important to always consult with your doctor or other health care provider before making decisions about your treatment.

The following slides were presented during the educational portion of IFFGD's 2020 Virtual Advocacy Event. To view this presentation and the all videos available during this program, please visit https://bit.ly/Adv_Edu.

Be Active. Be Heard. Make a Difference.

Preparing For Your Appointment

Going Beyond Symptoms To Address Your



Linda Nguyen, MD

Be Active. Be Heard. Make a Difference.

Research Your Doctor



- The Patient-Physician Relationship is like dating: Find your Match
 - Expertise
 - Approach
 - Availability
 - Personality (reviews, bios, social media)
- Years of Experience does not necessarily = “Best Doctor” *for you*
- Build a mutually trusting relationship

Google search results for "linda nguyen md". The results include a link to "Linda Nguyen | Stanford Health Care" with a 4.7-star rating from 243 votes. Below that is a link to "Linda Nguyen's Profile | Stanford Profiles" and a link to her Twitter profile "@LindaNguyenMD".

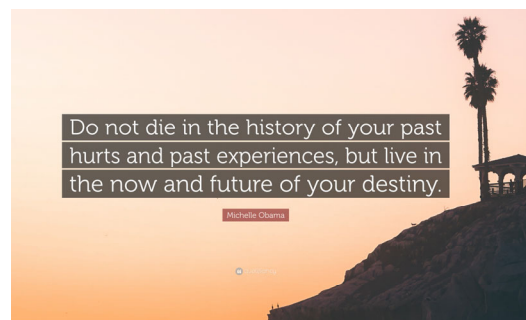
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Past Experiences

- We are all influenced by past experiences: Good AND Bad
- DO acknowledge the bad experiences and discuss how to avoid replicating
- DON'T rehash the experience and “talk bad” about other doctors
- DO talk about how prior experiences that impact your decisions today



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Aligning Goals

- Cure
- Improve symptoms
- Improve quality of life
 - If only I could eat with family
 - I'm scared to go out if I don't know where the bathrooms are
- Understand cause of symptoms
 - What's my diagnosis?
 - Why did this happen to me?
- What does the future hold
 - Does symptoms = damage?



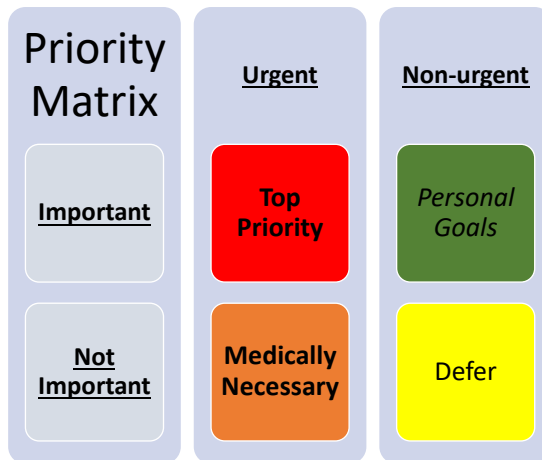
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Prioritize Goals

- If a cure is not possible, what are your goals?
- Multiple goals can be achieved, but not all at once
- Prioritize based on urgency & importance
 - Medically urgent issues may be not important to you but **MUST** be prioritized for **SAFETY**



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Negotiate

- Negotiation \neq Sacrificing your needs
- Try to mutually understand the “Why”
 - Why does your clinician want to order a test?
 - Why is a treatment necessary?
 - Why do you not want to do a test or start a therapy?
 - Why are you requesting the test?
- Discuss “deal breakers”
- **Negotiate with trust that your clinician has good intentions**



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Accepting Ambiguity

- Medicine = Science & Art
- Modern medicine does not have all the answers
- Accepting DOES NOT mean giving up
- Accepting means TAKING CHARGE
- Goal for chronic illness should be LIVING
 - Obtain tools to control the illness and live your life so that it does not control you



- **What's Your Definition of LIVING?**
- **What tools do you need?**

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