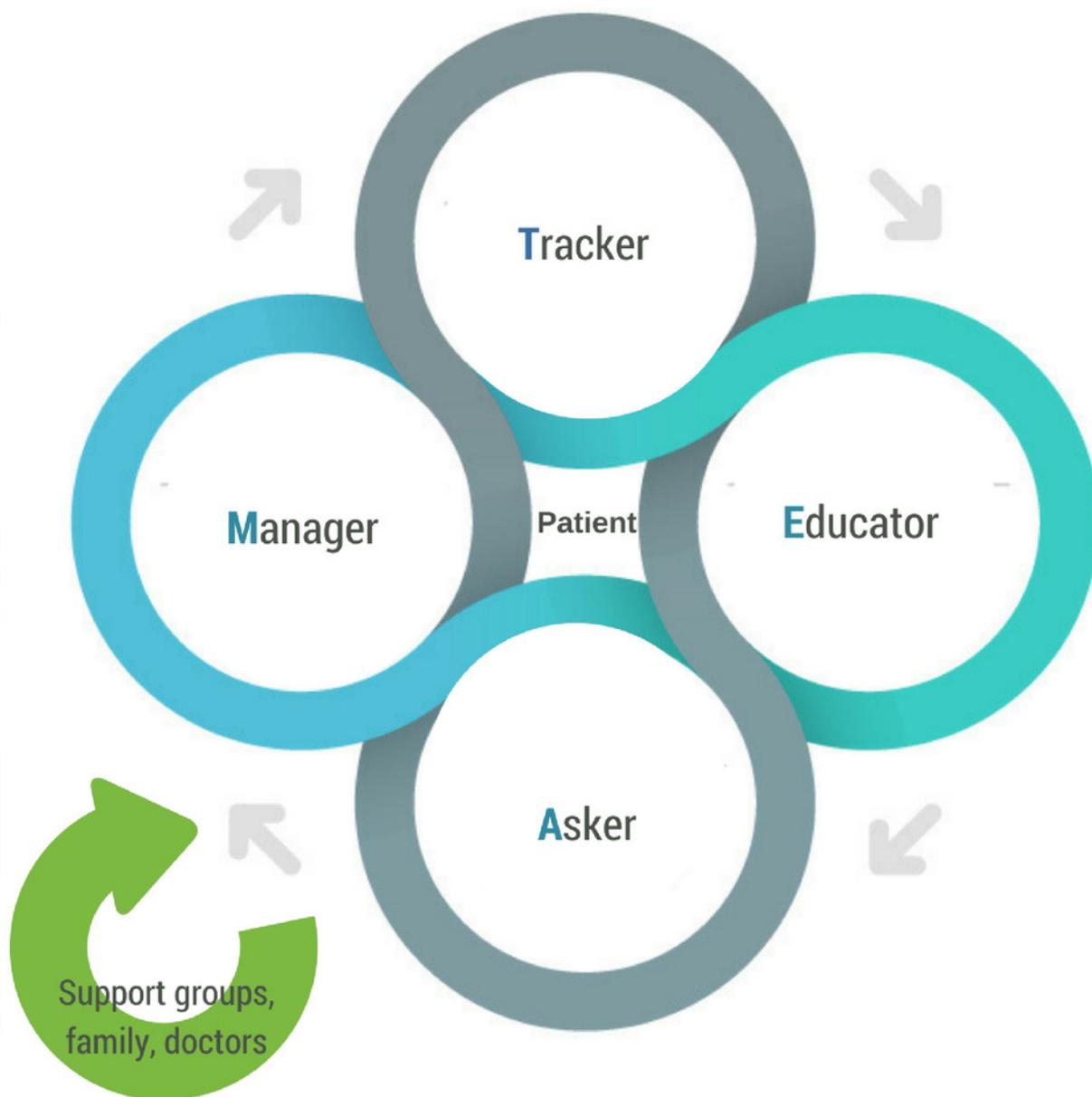


# THE T.E.A.M Approach

For Empowering patients<sup>©</sup>



# The T.E.A.M Approach for Empowering Patients<sup>©</sup>

*The **T.E.A.M Approach** for Empowering patients is designed around the different roles that patients or care partners (caregivers) take on during the patient journey. The aim of the T.E.A.M Approach is to provide individuals with a simple, easy-to-remember tool that can facilitate their transition to an activated patient who can collaborate effectively with their health care team.*

***Note:** Any of the below roles can be taken on by the patient and/or care partner/giver.*

## ROLE DESCRIPTION

**TRACKER** Every TEAM needs a **Tracker**. The tracker holds all information. They keep records of everything important in the patient journey e.g. medical history, symptoms, medications, health records and copies of test results.

**EDUCATOR** Being an informed and educated, but not overwhelmed individual is essential to allow patients to make informed decisions. It allows patients to participate in discussions with their health care partners. Becoming an **Educator** and accessing and understanding information in an easily understandable reliable format is key for patients.

**ASKER** The **Asker** is the person who is curious and asks: Why, What if and How can we do this together? This role can be a challenge as it requires courage to ask questions. The Asker is fundamental to the success of the T.E.A.M Approach. The Asker can open communication between the patient and health care professional.

**MANAGER** Teams become effective with good management and the same is true for health care. The **Manager** helps set objectives for an individual's health care by asking questions such as: What do I want for my health care, from my medical team and from the doctor's appointment I am about to attend? Setting objectives can help remove some of the emotional aspects from the individual's condition and help regain control of uncertain situations.

*By guiding people to use tools and skills, such a T.E.A.M approach, individuals can learn to stand up for their bodies and participate in their healing journey together with their health care partners.*