

# SHARING CONCERNS WITH YOUR HEALTH PROFESSIONAL

- Have you ever left an appointment for your child, only to remember something else you really wanted to ask about, or share with the health professional?
- Have you ever felt a health professional hasn't really understood your concerns about your child's health and development?

Raising a child can be challenging and demanding. As a parent you may need to get support and guidance from a health professional, but at times it can be a little difficult to know how to share your concerns and ask for assistance.

When you go to see a health professional with your child, you may be:

- Seeking a diagnosis and treatment for a specific health problem or condition,
- Looking for some advice and guidance about ways to prevent small issues or problems from getting worse,
- Needing someone to listen and provide reassurance about what is normal development.

You may be looking for all of these issues to be addressed, and that is ok too!

No matter what you are looking for from the professional it is important that you feel you are working together in a partnership to make the best decisions for your child.

When building this partnership, remember that:

- You know your child best. You are the person that sees your child in everyday activities and you know more about them than the health professional will ever know. This should give you

confidence to share with the professional and raise your concerns.

- Health professionals know a lot about child health and development in general, but they cannot know your child specifically. They are relying on you to share any concerns with them, so that they can apply their knowledge. Health professionals are trained to be very mindful of the needs of your family and to work with you to make the best decisions for your child and family.

Communication is the key to a good partnership. Take a moment to think about how you want to raise your concerns about your child. Some parents only raise their concerns about their child as they are about to leave the appointment with a "Oh by the way ... " comment. It can be difficult for the health professional to respond appropriately to your concerns in this situation.

Communication is best when messages are clear and specific. This way everyone understands the issue in the same the way and you can then work on common goals and directions. Both you and the health professional need to be open, honest and respectful in order to gain the most from this partnership and support your child.

If you feel you are not able to share your concerns with a health professional, then it may be best to find someone else you can talk to.

Don't be afraid to share your concerns and ask for support from a health professional. Remember, there is no such thing as a dumb question!

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For further information contact the Centre for Community Child Health,  
The Royal Children's Hospital, Melbourne.  
Phone 03 9345 6150 or Fax 03 9345 4148 [www.rch.org.au/ccch](http://www.rch.org.au/ccch)

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# Taking care of families across Australia

Looking after the health care needs of Australian families is something we've been doing for more than 70 years. So, at HBA we're really excited to be promoting healthy children for life by supporting the Community Paediatric Review for the Centre for Community Child Health. We have a great range of covers and options made especially to suit families, including:

- **Baby Care**

We provide a range of parent-friendly benefits on selected hospital covers, including no excess on your child's hospital admissions up to their third birthday. And two free books – one for when you are expecting, and one for their early years (subject to eligibility).

- **No gap dental for kids**

Only HBA covers all of the cost of your kids' dental at Members First dentists, right up until they turn 25.\* That means you'll benefit from no out-of-pocket costs on more than 250 dental services when you visit a Members First dentist – including check-ups, teeth cleaning, fillings, x-rays and more!

- **Great savings for single parents and families**

Our Single Parent cover option means you can enjoy significant savings on your hospital health cover. While our Family Plus cover options allow you to keep the whole family covered under one membership for longer and save.

\* Exclusive at Members First dentists on benefits payable. Excludes Orthodontics (normal benefits apply). Available on Family hospital covers with General, Premier or Ultimate Extras. Excludes hospital treatments. Waiting periods and normal fund dental rules apply. Child dependants only.



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