



# SOPHIE & MANDY

“The way in which health care professionals communicate with patients, and with each other, greatly impacts quality of care.”



## HM Group 41

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# SOPHIE'S DIAGNOSIS TIMELINE





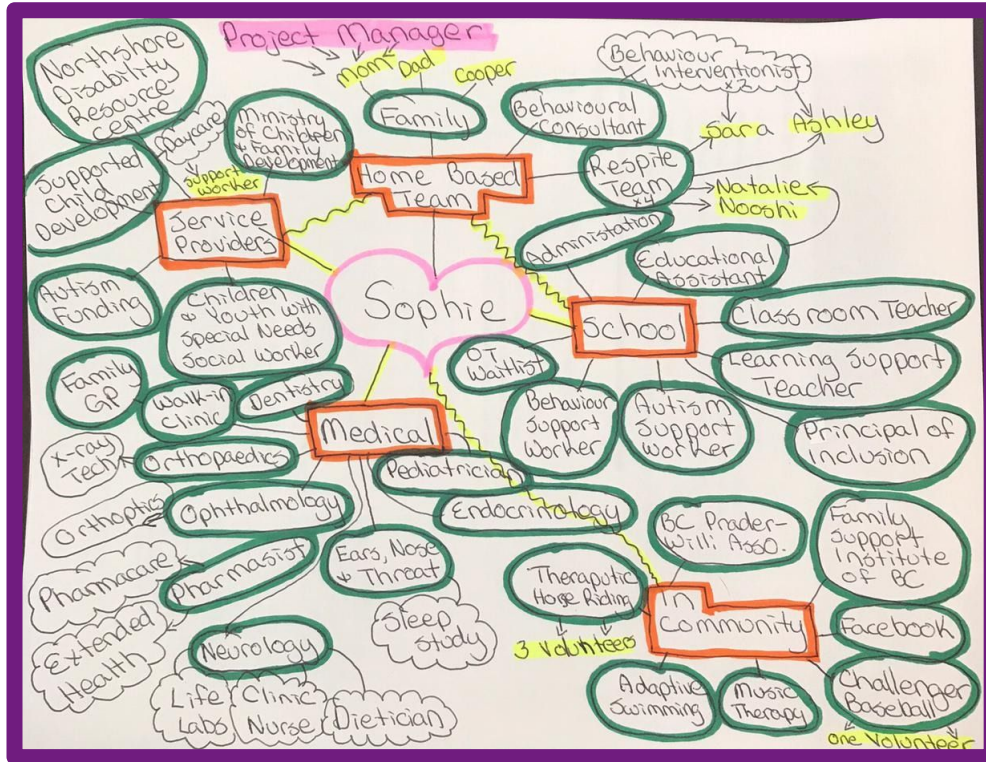
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# THE CARE TEAM



If the health care team isn't communicating, it's a lot of work for the "project manager" (momager)!

# TAKE-HOME MESSAGES

A diagnosis should come with more than an info packet - it should come with connection to a community and a sense of hope

Health care is a partnership between the provider and the patient or family

Healthcare providers can reduce the burden on patients and their supports by effectively communicating with each other

The way in which information is shared is equally as important as the content!



QUESTIONS?

