

## Interview guide: Questions to ask concussion clinics or groups of providers

Having a concussion can be overwhelming and stressful. It can be hard to know the right things to ask to make sure that you are getting the right type of care. This helpful interview guide gives examples of questions that you might ask and tips to think about as you talk with healthcare providers about your concussion care.



## TIP #1:

Not all concussion clinics provide the same quality of concussion care. See the ONF's Standards for Post-Concussion Care for more information.



If there is no concussion clinic in your area, a network or group of healthcare providers can work together to provide your care.

## Questions about providers' concussion experience

- What experience does the clinic have in working with people that have brain injuries like concussion?
- Can anyone (e.g. children, athletes) with a concussion be seen at the clinic?)
- What is the clinic's experience working with schools, sport teams or employers? Will someone at the clinic speak with my employer, teacher or coach to help me get back to my daily activities?
- How do your staff stay up to date with current research on concussion care?



## TIP #2:

Healthcare providers delivering concussion care should have experience working with patients with concussion or be supervised by someone who has specialized training or experience.

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Questions about concussion services	NOTES:
Will a medical professional (doctor or nurse practitioner) be involved in my care?	
Which healthcare providers offer concussion care at the clinic?	
What types of services does the clinic offer?	
Will everyone here work as a team to support me and my care?	
How long will it take for me to be seen by someone at the clinic?	
What services are covered by OHIP? By group benefits? By other insurance? By myself?	
TIP #3:  A medical professional such as a doctor or nurse practitioner should be <u>directly</u> involved in your care. They may be at the concussion clinic you are getting care at or at your main health office. They should receive information from others involved in your care.	TIP #4:  Some services are not covered by OHIP. It is a rule that healthcare providers tell you how much these services cost and provide you with options to consider.
Questions about ongoing	NOTES:
concussion care	
If I have problems that no one at the clinic can help me with, will you be able to refer me to the appropriate healthcare provider?	
Will I still be able to receive care at this clinic even if I get referred to someone else?	
What happens while I am waiting for the referral appointment?	
TIP #5:	
For you to feel better, healthcare providers involved in yo and work as a team. It is important for healthcare provide	
<ul> <li>make sure you have the services you need during your r</li> <li>work with you on things that may be hard in your day-to</li> </ul>	·

• always connect with the other team members who are helping you to get better

• work with the doctor or nurse practitioner who will clear you to go back to work, school or play

Questions you may have	
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