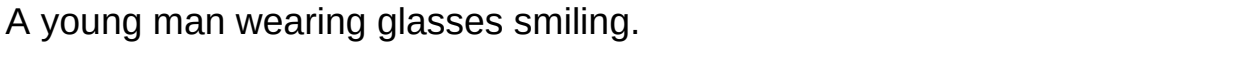
Liam's story about good communication in health care

?A few years back, I had a concerning encounter during a day surgery operation. The surgeon began asking me basic questions about what he was supposed to be doing that day. This caught me off guard and made me feel uneasy. Two days later, I contacted the hospital’s HR and patient liaison team to request a formal follow-up.

?About six weeks later, I received a letter stating that no wrongdoing had occurred and that the situation was simply a "misunderstanding." However, my primary concern remained: Are doctors properly briefed and are they reviewing patient files before entering the operating room? My fear was whether the surgeon actually knew my reason for being there at the time, or if he only became informed after I raised the issue.

?While the procedure ended safely, the experience highlighted significant gaps in how critical patient information is shared and verified.



A young man wearing glasses smiling.

Who is it for?

People with intellectual disability,
Family and carers,
Professionals

What is it about?

Ways to get better health care,
Communication,
How professionals, family and carers can respect health rights,
What to do if your health rights are not respected

Who made it?

Liam

When was it made?

It was shared here 5 months ago.

This story was made by

Liam

Liam is a member of the Our Health Space community.