

# How to Talk With Your Patients About Costs of Care

## Patients require different CoC Conversations<sup>1</sup>

Use Case	Patient Need
Patient has an acute financial need	<ul style="list-style-type: none"><li>• Seeking care for an immediate need</li><li>• Expressing financial burden</li><li>• Unable to afford immediate out-of-pocket (OOP) expense</li></ul>
Patient needs assistance with planning & budgeting	<ul style="list-style-type: none"><li>• Seeking care for a chronic condition</li><li>• Understands and has agreed to a treatment plan</li><li>• Wants to plan and budget for expected OOP expenses</li></ul>
Patient needs to engage in clinical decision making	<ul style="list-style-type: none"><li>• Choosing between different treatment options, with different OOP costs</li><li>• Expressing no immediate financial distress</li></ul>

## Sample Trigger Questions

What you're experiencing is increasingly common, so let's work together to see what you and I can come up with. Does that sound ok?

Do you have any concerns about the costs of your medical treatment, medication, or labs?

What has it been like for you dealing with copays & drug costs? Tell me more about how you've been dealing with the expenses?

How about if we take another look at your medications & see if there are any less expensive alternatives. Does that sound ok?

Do any of these medications represent a significant financial burden for you? If so, which ones?

<sup>1</sup> Kaiser Permanente Washington Health Research Institute, Nora Henrikson, Project Orca

Avalere Health, LLC, "Incorporating Cost of Care Conversations Into Your Clinical Practice: Why It's Important and What You Can Start Doing Today" 9.6.2018