

# De Gids

## IMPROVING MS PATIENT EXPERIENCE

### - It's all about preparation

By helping MS patients with cognitive problems prepare for their second opinion visit at MS Center Amsterdam, their help request formulation is improved. Subsequently, the diagnosis will have a better connection with patients' needs and the offered treatment will be more effective. This will ultimately result in better care and improved quality of life.

#### Preparation sheet

The preparation sheet contains questions which prepare patients for the consultation with a neurologist on the screening day. It also functions as a conversation aid during this consultation. By filling out the questions on the sheet, patients will reflect on their concerns, expectations and a help request is formulated. This preparation of the help request should result in a better formulated help request.



#### Information guide

De Gids encompasses a folder, an information guide and a preparation sheet. The information guide informs patient of the aim of the screening day e.g. the schedule, possible outcomes and treatment options. It also includes a conversation starter which can be used by patients and a next of kin. The aim of this conversation starter is to trigger patients in sharing their concerns around cognitive problems with someone close to them.



#### folder in which the information guide and preparation sheet are inserted