

Green Light, Yellow Light, Red Light Conversations



- **Green Light:** You've received enough information to make informed decisions.
 - Your questions are welcomed.
 - Benefits, risks, and alternatives are explained.
 - You understand why a recommendation is being made.
 - Your concerns are acknowledged and options are explained.
 - You know what happens next and when to seek help.
- **Yellow Light:** You received information, but not enough. Ask for more information.
 - You still don't understand the recommendation.
 - You feel rushed.
 - Medical terms are confusing.
 - You aren't sure what your options are.
 - You need time to think or involve your support person.
- **Red Light:** Consider asking for another provider, or escalating your concern.
 - Your questions are repeatedly dismissed without explanation.
 - You are discouraged from asking questions or seeking clarification.
 - You are treated disrespectfully or feel discriminated against.
 - You still do not receive enough information to make an informed decision.
 - You believe your symptoms or concerns are not being appropriately evaluated.

Pay Attention to How You Feel

Sometimes it's not one specific word or action that concerns you. It's the overall interaction.

Ask yourself:

- Were my questions welcomed?
- Did I feel listened to?
- Did I understand the answers?
- Did I feel rushed?
- Did I leave feeling more informed than when I arrived?
- Was I given an opportunity to participate in decisions?

If the answer to several of these questions is "no," consider asking additional questions, requesting clarification, involving your support person, or changing providers.

♥ *Sis, You don't have to wait for any conversation to become disrespectful before you advocate for yourself. If you feel confused, dismissed, rushed, or pressured, pause and ask for clarity.*



Village Tip: Be the calm beside her. If a conversation becomes difficult, your role isn't to speak over her or create more conflict. Help her stay grounded, take notes, repeat questions, ask for clarification, and make sure her concerns are addressed. Sometimes the most powerful support is simply saying, "She has explained that this is different from her normal. Can we pause and make sure her concern has been addressed?"