

## DEFINITIONS

Quality Conversation	Cost Conversation
<p>Occurs when information pertaining to avoiding unnecessary interventions/services or choosing the most appropriate facility or clinician for the patient to have a health service is shared between a practice employee, the patient and the family/caregiver.</p>	<p>Occurs when information pertaining to out of pocket costs and/or insurance coverage for a health care service or intervention is shared between a practice employee, the patient and the family/caregiver. Cost conversations should occur alongside quality conversations when choosing an appropriate healthcare option.</p>
Examples	
<ul style="list-style-type: none"> <li>▪ The clinician discusses the reasons that an MRI is not recommended</li> <li>▪ A patient is provided information for how to find imaging facilities that will work for their preferences</li> <li>▪ Discuss a list of options for facilities/clinicians and assisting the patient in finding one to meet their needs for location and quality of service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Discuss the insurance coverage, co-pay, co-insurance or deductible amount for a service, alongside quality information, to inform treatment plans</li> <li>▪ Provide cost variation information when discussing treatment option(s) with the support of cost transparency tools</li> <li>▪ If appropriate, adjust the treatment plan based on financial barriers that were identified before, during or after the visit</li> </ul>