

## 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>

*Support for this work was provided by the New York State Health Foundation (NYSHealth). The mission of NYSHealth is to expand health insurance coverage, increase access to high-quality health care services, and improve public and community health. The views presented here are those of the authors and not necessarily those of the New York State Health Foundation or its directors, officers, and staff.*