FREE EDUCATIONAL RESOURCE

The Provider Conversation Pack

A practical way to compare online provider services and prepare thoughtful questions before a conversation with a licensed provider.

Inside this pack

1. Five questions to bring to a provider conversation.
2. A worksheet for comparing service details.
3. A plain-English glossary of common terms.

What this is

This pack helps organise questions and compare publicly available service information. It is not medical advice, a diagnosis, treatment guidance or an eligibility assessment. A licensed provider makes individual medical decisions.

How to use it

Keep it open while reviewing an online provider page. Write down what is clearly disclosed and what still needs to be asked. If details such as current fees, cancellation terms or follow-up expectations are unclear, ask the provider directly before making a decision.

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1. Five questions for a provider conversation

These are prompts for a conversation, not a self-assessment or an instruction to start any treatment.

1	What information will you review before deciding whether a consultation or treatment may be appropriate?
2	What are the potential benefits, risks and side effects that are relevant to my situation?
3	What does ongoing follow-up involve, including how questions or side effects are handled?
4	What are the current consultation fees, medication-related costs, renewals and cancellation terms?
5	What qualifications, licences and care standards apply to the provider and the service?

Tip

A clear answer is more useful than a fast answer. If the service cannot explain cost, follow-up, prescribing arrangements or cancellation terms in plain language, pause and seek clarification.

2. Compare services with the same questions

Use one row for each service you review. Leave a box blank when a detail is not clearly disclosed. The goal is clarity, not scoring or predicting a health outcome.

Who publishes the service?		
Provider credentials / licences		
Consultation fee		
Ongoing costs disclosed		
Follow-up process		
Cancellation / refund terms		
Questions to ask before deciding		

3. Plain-English glossary

Consultation. A conversation with a clinician or provider to discuss whether their service may be appropriate.

Follow-up. The process a service describes for monitoring, questions, renewals or changes after an initial consultation.

Eligibility. A decision made by a qualified provider based on individual information. It is not determined by a website or this pack.

Affiliate disclosure. A statement that a website may earn a referral fee if someone uses a partner link.

Cancellation terms. The published rules for ending, pausing or changing a service and any fees that may apply.

Keep this pack for your records. For medical questions, speak with a qualified healthcare professional.