

**SURVEY FACT:** 65% of unsuccessful patients wished their condition “would just go away” at diagnosis.

*What you should do:*

- Being diagnosed with a lifelong condition can be unsettling. Ask your doctor for written information or website so you can read it after you get home.
- Put together an immediate plan of action with your doctor.
- Schedule follow-up visits and keep those appointments.
- Talk with other people about the diagnosis, including family and friends.



## MAKE A HEALTHY INVESTMENT IN YOU

Let’s face it, change is difficult, and most long-term conditions require changes in your diet, exercise, and/or other day-to-day activities. But that doesn’t mean your entire life needs to change. Most successful patients don’t stop living the lives they had before diagnosis, instead they see their personal life as helping them succeed. Make a healthy investment in you by keeping the positive behaviors already in your life and adding new ones.

**SURVEY FACT:** 69% of successful patients have made lifestyle changes such as dieting and taking medications regularly.

*What you should do:*

- Work with your doctor to set goals for change.
- Take your medication as prescribed. If you have questions, talk with your doctor or pharmacist.
- Learn stress management techniques and participate in counseling or patient support groups.
- Ask your family and friends for help. Team up with a health buddy – someone who can join you on a walk or will cook healthy meals with you.
- Enjoy your life! Continue with the healthy activities that have always made you happy – friends and family, work, hobbies, sports, etc.

## QUESTIONS TO ANSWER AND DISCUSS WITH YOUR DOCTOR:

- YES / NO** - 1. Are you satisfied with what you know about your condition?
- YES / NO** - 2. Are you and your doctor(s) working together to reach treatment decisions?
- YES / NO** - 3. Do you take your medication the way your doctor prescribed it?
- YES / NO** - 4. Does your doctor provide educational materials for you? If not, have you asked?
- YES / NO** - 5. Do you know the signs and symptoms of depression?
- YES / NO** - 6. Have you scheduled and kept regular appointments with your doctor?
- YES / NO** - 7. Do you know which lifestyle changes are necessary to best manage your condition? Have you made these changes?
- YES / NO** - 8. Are you always open and honest with your doctor?

**For more copies of this brochure contact the GlaxoSmithKline Customer Response Center at 888-825-5249**

### RESOURCES

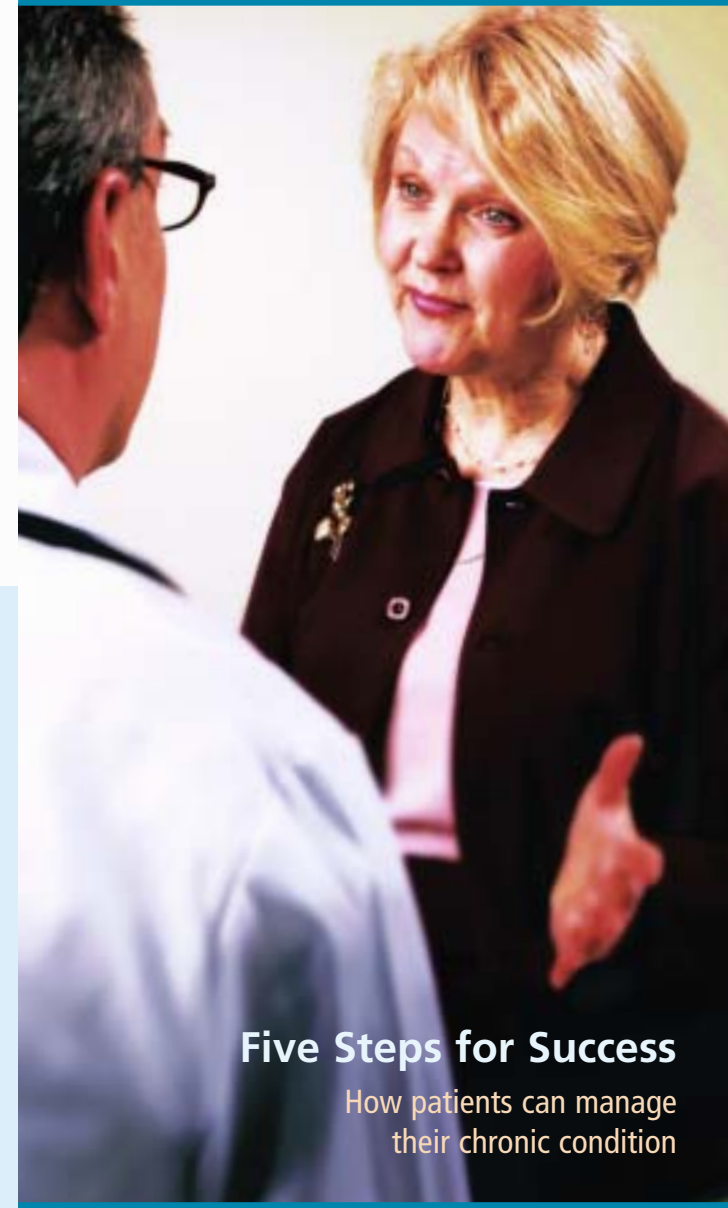
A National Advisory Board of leaders from organizations working to improve healthcare in America consulted on the survey with GlaxoSmithKline to find day-to-day solutions to this growing health concern. Members of the National Advisory Board who aided in design and interpretation of the survey include:

- American Academy of Family Physicians
- American Medical Group Association
- FACCT – Foundation for Accountability
- Lineberger Comprehensive Cancer Center, University of North Carolina at Chapel Hill
- National Business Coalition on Health
- National Chronic Care Consortium
- National Health Council
- National Medical Association
- Partnership for Solutions, Johns Hopkins University

Chronic Care in America™ was conducted by Harris Interactive®, a worldwide market research and consulting firm, and was funded by GlaxoSmithKline. Surveys were conducted within the United States among samples of 3,291 adult patients (ages 18+) and among 1,005 doctors, both by telephone and online between November 11 and December 23, 2002. Figures for age, sex, race, education, income and propensity to be online were weighted where necessary to align them with their actual proportions in the population. In theory, with a probability sample of this size, one can say with 95 percent certainty that the results have a statistical precision of +/- 2.8 percentage points (for patient data) and +/- 3.1 percentage points (for doctor data) of what they would be if the entire population had been polled with complete accuracy.

GlaxoSmithKline, with U.S. operations in Philadelphia and Research Triangle Park, N.C., is one of the world’s leading research-based pharmaceutical and health care companies. GlaxoSmithKline is committed to improving the quality of human life by enabling people to do more, feel better and live longer.

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## Five Steps for Success

How patients can manage their chronic condition





Dear Patient,

As medicine improves, people are living longer, more fruitful lives. You might be one of millions of Americans successfully living with a long-term, chronic medical condition – such as diabetes, asthma, heart disease and depression. Being actively involved in your care along with maintaining a positive attitude and making the right lifestyle changes, can go a long way in helping you successfully manage your condition.

Chronic Care in America™, a recent survey of patients and doctors, uncovered five important steps for successfully managing your chronic condition. These five steps can help patients, like you, take control of your illness rather than letting your illness control you. I know these suggestions can help you live a healthier, happier life.

With best wishes for your success and wellness,

Dr. Carolyn Britton

National Medical Association

## FIVE STEPS FOR SUCCESS



### GET A PRESCRIPTION FOR INFORMATION

Information can help you understand, accept, and manage your illness. So, ask your doctor for a “Prescription for Information” along with your prescription for treatment. Patients who report success in living with their condition received trusted information about their illness from their doctor.

**SURVEY FACT:** 46% of successful patients received pamphlets, brochures or other ways to learn about their condition from their doctor at the time of diagnosis.

*What you should do:*

- Ask your doctor for information about your condition - starting with the most basic.
- Educate yourself by asking where you can find more information you can trust (e.g. specific Internet sites, medical library, etc.).
- Seek out support groups and learn from others with your illness.
- Follow up with your doctor about what you have learned and keep a list of your questions.



### BE AWARE OF DEPRESSION

People with a chronic condition have a 25%-33% chance of also being depressed. Symptoms of depression can include: persistent feelings of worthlessness or the inability to take an interest in life. You can feel physically depressed as well:

- constantly tired or poor appetite
- a loss of energy
- uncontrollable crying
- difficulty making decisions
- insomnia or excessive sleep
- thoughts of death or suicide

**SURVEY FACT:** Less than half of those who reported that they had been diagnosed with depression were successful at managing their condition.

*What you should do:*

- Be on guard for early signs or symptoms of depression.
- Alert your doctor at the first signs of depression.
- If diagnosed, discuss treatment options and work with your doctor.



### MAKE YOUR DOCTOR A PARTNER IN CARE

You and your doctor(s) should work as a team. The most successful patients have a good relationship with their doctor and together, they work on how to best manage the condition. Remember that working together means being open with your doctor.

**SURVEY FACT:** 55% of successful patients report that they and their doctor work together to make treatment decisions.

*What you should do:*

- When your doctor asks how you're feeling or if you're following their advice, answer honestly.
- Don't leave the doctor's office confused or unclear about anything. Ask for explanations in language you can understand. Speak up.
- If you are under the care of more than one doctor, make sure each one knows about all of the doctors you see.



### TAKE ACTION IMMEDIATELY AFTER YOUR DIAGNOSIS

The actions you take following your diagnosis are important in your success. Don't bury your head in the sand. Patients who successfully managed their chronic conditions quickly thought about the necessary lifestyle changes they needed to make.