

## IMPROVING YOUR HEALTHCARE EXPERIENCE

### Consider Your Options

- ✓ Facility – doctor’s office, urgent care, or hospital.
- ✓ Medications – local pharmacy, mail order or ask the doctor for samples.
- ✓ Insurance – obtain list of doctors and facilities covered by your plan.
- ✓ Ask family and friends for recommendations and consider preferences.

### Develop Relationships

- ✓ Doctor’s office – appointment scheduler, nurse, biller, doctor.
- ✓ Pharmacy – pharmacist is your medication manager.
- ✓ Hospital – nurse, social worker, hospitalist, patient representative.
- ✓ Insurance provider – ask for a case manager/patient navigator.
- ✓ Care partner – invite someone to support you.

### Prepare Your Story and Goals

- ✓ Include care partner - determine their role to help support you.
- ✓ Determine goals - identify changes to discuss and top 3 medical concerns.
- ✓ Assemble medical records - complete office forms and collect medical records.
- ✓ Be honest - when completing office forms.

### Have a Plan

- ✓ Bring – care partner, medical records and your confidence.  
(Remember - Medication List, Doctor Visit Checklist and completed office forms)
- ✓ Bring – medications, insurance card, co-payment, magazine and water.
- ✓ Communicate – be honest when sharing information and answering questions.
- ✓ Agreement – confirm understanding of diagnosis and treatment plan.