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.