

My doctor likes to know
how I am
feeling. @

My health is
important
to my
family



One
of my
goals is to
EXERCISE
on a daily
basis.

Empower
yourself
to be
Healthy

Having a
primary care
provider who
knows me
is Important
to my
health.

~~I know~~
I know
where to
get urgent
Care
in case I
need it.

I ♥ my
Health Care
Team!



Empower Yourself to be **Healthy.**

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The background is a solid purple color. Scattered across it are several white, hand-drawn icons: a large DNA double helix in the upper center; a female symbol (a circle with a cross) on the left; a heart with a cross-hatch pattern in the upper right; a stethoscope in the lower right; a pair of tweezers in the lower left; a speech bubble with three horizontal lines inside on the left; a smiley face with a tongue sticking out in the bottom left; and several 'X' marks in the bottom right and middle right.

Getting health care.

Your health care team.

You are the center of your health, and you have a team of professionals or services that can help you stay healthy.

The diagram features a central hand-drawn face of a person with curly hair and closed eyes, representing the individual at the center of their health. Surrounding this central figure are ten overlapping circles, each containing a label for a different member of a health care team. The labels are written in a casual, hand-drawn style. Each circle has two horizontal lines below the label for additional information.

- Nurse or on-call doctor
- Family and friends
- Home visitor
- Others
- Urgent care
- Emergency department
- Pharmacy
- Health plan
- Specialist
- Primary care
- OB/GYN Provider



Getting health care.

You may be eligible for Medicaid coverage or to enroll in a state or federal health plan. Ask your home visitor to help you find out if you are eligible for free or low-cost health care coverage. The [healthcare.gov](https://www.healthcare.gov) website may be another helpful resource for you to use. If you are eligible for insurance, unless you have straight Medicaid, you will need to pick a health plan. You have a choice. Pick a plan that works best for you. If you already have health care providers that you like, check what health plans they accept to help you decide which plan is best for you.

Health plans that cover where you live are:

If you are not eligible for Medicaid or to enroll in other health coverage, there may be a Federally Qualified Health Center (FQHC) or community clinic available that provides primary care and offers sliding scale fees. The website to find a FQHC in your community is: <https://findahealthcenter.hrsa.gov>. Community clinics near you are:

Who is a primary care provider?

A primary care provider is an important part of your team. They are usually a doctor, but can be a physician assistant or a nurse practitioner who sees you for common non-emergency medical problems. You should see your primary care provider for:

1) Preventive Care – to keep you healthy.

It includes routine visits, like an 'annual visit,' 'yearly physical,' or 'well woman visit' separate from any other visit while you are sick. The purpose of a well woman visit is to provide services, screenings, education and counseling to help you stay healthy and deal with illnesses before they make you really sick. Your primary care provider will document your health history, perform a physical exam, and work with you on setting health goals.

2) Chronic Care – to help you manage medical conditions that don't go away.

If you have an illness like diabetes, asthma or high blood pressure, it is important to have regular checkups. Your primary care provider helps you manage your condition so you can feel better on a daily basis.

3) Acute Care – to get you healthy when you are sick.

Primary care providers also take care of you when you have the flu or an infection. They know your medical history. They can follow up with things to see how you are doing. They can order tests or send you to a specialist, if needed.



Choosing a primary care provider.

Your primary care provider is often involved in your care for a long time, so it is important to pick someone you feel comfortable with. If you need to pick a primary care provider, consider the answers to these questions:

- Is the provider taking new patients?
- What health insurance plans does the provider take?
- Is the office staff friendly and helpful? Is the office good about returning calls?
- How easy is it to reach the provider? Does the provider use email?
- Who do you talk to when your provider is unavailable or after the office is closed?
- Can you schedule an appointment for the same day you call for one?
- Where do you go for care when you need care after hours?
- If your doctor is not available for a needed appointment, who else do you see?
- Do you like the other providers in the office?
- What do friends and family say about the provider? What do other doctors and patients say about the provider?
- Does the provider invite you to be involved in your care? Does the provider view your patient-doctor relationship as a true partnership?

If you have a health plan, your health plan can give you a list of primary care providers the plan covers to help you narrow your options. Use the phone number on the back of your health plan card.

Remember to tell your health plan who your chosen primary care provider is. If you don't tell your health plan who you pick as your primary care provider, your health plan will automatically assign you one. You still have a choice. Ask your health plan to change your assigned primary care provider. Use the phone number on the back of your health plan card.

Adapted from: National Institutes of Health (NIH), U.S. National Library of Medicine website. <http://www.nlm.nih.gov/medlineplus/ency/article/001939.htm>. Accessed November 16, 2016.

One thing I will accomplish after this visit:

The background is a solid purple color. It is decorated with several white hand-drawn doodles. In the top left, there is a heart shape filled with a cross-hatch pattern. To its right is a large, simple outline of a heart. In the top right, there is a six-pointed star. In the middle left, there are two 'X' marks. In the bottom left, there is a large, simple outline of a heart. In the bottom center, there is a small figure of a person sitting in a wheelchair. In the bottom right, there is a rectangular shape with three horizontal lines inside, resembling a document or a sign. In the far bottom right, there is a small, simple outline of a beaker or flask containing a liquid. The text 'Meeting a new provider.' is written in a dark purple, handwritten-style font in the center of the page.

Meeting a new provider.

Once you choose a primary care provider, if you're a new patient, it's important to complete a new patient visit even if you are not sick. When you go to your first patient visit, there are a few things you'll need to bring.

THINGS TO BRING TO EVERY VISIT:

☐ PICTURE ID

☐ INSURANCE CARD(S)

Take a picture of your cards with your phone as back-up.

☐ MEDICATIONS OR A LIST OF MEDICATIONS,
INCLUDING OVER-THE-COUNTER MEDICATIONS

You can make a list, bring the bottles with you, or take a picture of your bottles with your phone.

☐ PAPERWORK

Ask the office what forms you need to complete, such as a new patient form and/or health history and how to get them before your visit.

☐ ANY INFORMATION FROM OTHER DOCTORS

For example, discharge papers if you were recently in the hospital.

☐ QUESTIONS TO ASK

1. _____
2. _____
3. *Who do I talk to when you're not available?* _____
4. *Where do I go for care after hours?* _____
5. *Do you have a patient portal or electronic medical record I can use?* _____
If so, how do I sign up for it? _____

☐ DESCRIPTION OF WHAT KIND OF CARE YOU HOPE TO RECEIVE
FROM YOUR PRIMARY CARE PROVIDER

HOW DID IT GO?

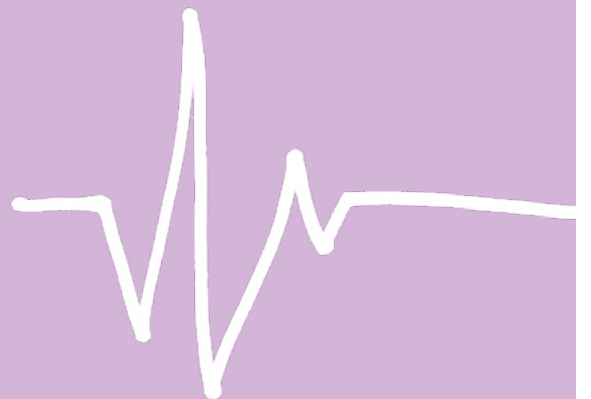
After your first visit, think about how you felt about this doctor.

- Did the doctor clearly answer your questions?
- Were you treated with respect?
- Did you feel like she or he really listened to what you were saying?
- Did you feel the doctor hurried or did not address all of your concerns?
- Do you want to keep looking for another primary care provider?

One thing I will accomplish after this visit:



How to talk to your provider.



You may go to a primary care provider for an illness, to help manage a chronic disease, or for a well woman check-up. The visits are different, but your provider will need similar information to help them understand your health issue.

Understanding the common questions providers ask may help you give your provider important information for your health care.

Providers often prefer to hear about your health issue in your own words, your story. You can give them more information than what may be in your medical record.

WHAT PROVIDERS WANT TO KNOW - YOUR STORY (EXAMPLE)

Main reason why you want to see your doctor: <i>Headaches.</i>	
Other things you may want to discuss with your doctor:	
How your body is feeling: <i>I have terrible headaches.</i>	
Detailed information about your physical symptoms. Know the answers to these questions.	
☐ When did it start? <i>It started last month.</i>	☐ What does it feel like? <i>It's a throbbing pain. Sometimes it's a sharp pain.</i>
☐ How long? Does it come and go? <i>It lasts several hours a day. It comes and goes.</i>	☐ How bad is it? <i>On a scale of 0 to 10, it's a five. It's hard to ignore and think about things other than my pain.</i>
☐ How often does it happen and when? <i>Every day in the afternoon.</i>	☐ Where is it? Does the pain stay in one spot or move around? <i>The pain is on top of my head all the way down to the back of my neck.</i>
☐ What makes it better? <i>I usually feel better after I get some sleep.</i>	
☐ What makes it worse? <i>I feel worse with flashing light and loud noises.</i>	
Thoughts and events in your life that you think may be a cause: <i>I just changed jobs and my sleep schedule is all thrown off. My headaches may be because I'm not getting enough sleep.</i>	
How your symptoms are making you feel emotionally/mentally: <i>The headaches make me feel so grumpy that I can't stand to be around my family!</i>	

HAVE AN ACTION PLAN

At the end of your visit, your primary care provider may give you a brief summary of what you both discussed or ask you to give a summary. This is to make sure you are both on the same page. If this doesn't happen, you can start the conversation with your provider to make sure they are on the same page as you. These statements will help you summarize your visit with them.

Practice the following statements.

This is what I understand is the problem:
This is what I don't understand:
My treatment options are:
To help me feel better, we decided I will:
I should expect to feel better in:
I should come back if or when:
One thing I will accomplish after this visit:

If you find that you are not on the same page with your provider most of the time, bring your concerns up directly with your provider. Be as specific as you can. Ask how these concerns can be resolved. If you feel your concerns are not resolved, then identify a patient advocate, clinic manager, or other staff member who can help you. If you are not happy with your provider's or agency's response, you have choices. You can change your primary care provider.



My visit with _____

Date _____

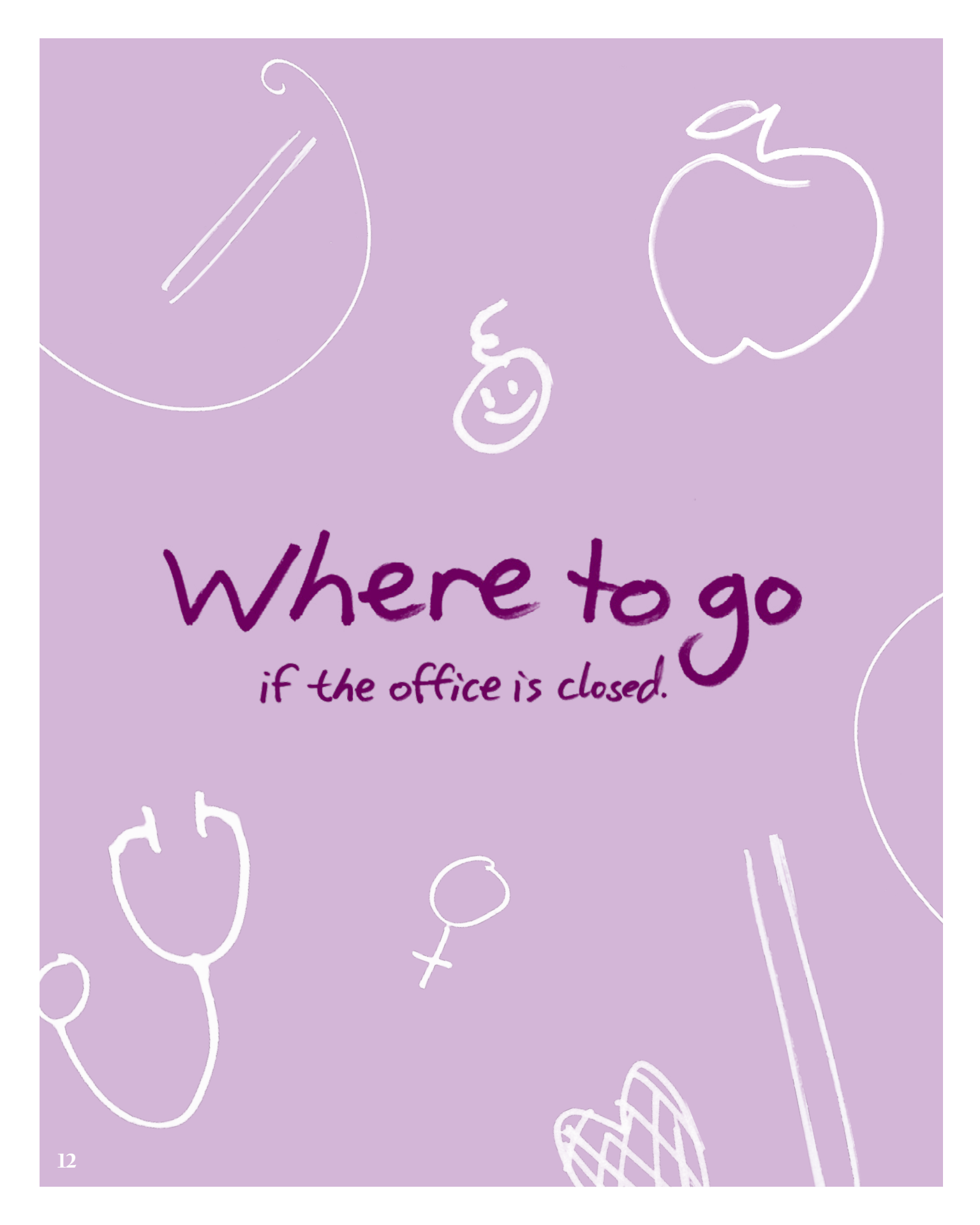
MY STORY

Every visit should include your story and an action plan.

Main reason why you want to see your doctor:										
Other things you may want to talk about with your doctor:										
How your body is feeling:										
Detailed information about your physical symptoms. Know the answers to these questions. <table border="0"><tr><td>☐ When did it start?</td><td>☐ What does it feel like?</td></tr><tr><td>☐ How long does it last? Does it come and go?</td><td>☐ How bad is it?</td></tr><tr><td>☐ How often does it happen and when?</td><td>☐ Where is it? Does the pain stay in one spot or move around?</td></tr><tr><td>☐ What makes it better?</td><td></td></tr><tr><td>☐ What makes it worse?</td><td></td></tr></table>	☐ When did it start?	☐ What does it feel like?	☐ How long does it last? Does it come and go?	☐ How bad is it?	☐ How often does it happen and when?	☐ Where is it? Does the pain stay in one spot or move around?	☐ What makes it better?		☐ What makes it worse?	
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☐ What makes it worse?										
Thoughts and events in your life that you think may be a cause:										
How are your symptoms making you feel emotionally/mentally:										

MY ACTION PLAN

This is what I understand is the problem:
This is what I don't understand:
My treatment options are:
To help me feel better, we decided I will:
I should expect to feel better in:
I should come back if or when:
One thing I will accomplish after this visit:



Where to go

if the office is closed.

If your doctor's office is closed, **where do you go?**

When your primary care provider or doctor's office is closed, you have options for care that could save you time and money. Ask your provider where you should go or what to do if you are sick when the office is closed. Your provider's office may give you a list of places. If you are unsure, and it's not life threatening, try calling your doctor's office even if it is closed. Many offices have staff on call to help you decide what to do and where to go.

URGENT CARE

If you are sick with something like a sinus infection or bronchitis and you can't see your doctor, urgent care is another option. Urgent care can take care of most non-emergency issues. Before you may need it, check with your primary care provider to see which urgent care clinic they prefer.

My preferred urgent care office is: _____

OTHER CARE OPTIONS

Some primary care provider offices work with other clinics that are open in the evening or during the weekend. Telemedicine, or a doctor visit through a video phone call, may be an option too. Ask your doctor's office if they have other care options when their clinic is closed, where to go, and what to do if you ever need to use it.

My preferred extended care office is: _____

EMERGENCY DEPARTMENT

Use the emergency department only for life threatening conditions such as car/motorcycle accidents, severe cuts or other bleeding that won't stop, heart attacks, broken bones, head injuries, loss of ability to move parts of your body, trouble breathing or swallowing, or similar issues.

My preferred emergency department is: _____

TELL YOUR DOCTOR

If you do go to urgent care or another care option, tell your primary care provider. It's important your doctor knows you are sick and what care was provided, so they can follow-up, if needed. You can use your patient portal, electronic medical record, or leave a phone message with your primary care provider's nurse to tell your provider you used another care option, how you are feeling, and ask if you need follow-up care.

One thing I will accomplish after this visit:

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