



# MAKING THE MOST OF YOUR PHYSICIAN APPOINTMENTS

## Being involved means being prepared.

Taking the time to prepare for your appointments can help reduce anxiety, lower health costs, and help achieve better health outcomes.

### Before Your Appointment

- Verify the provider accepts your insurance
- Make a list of symptoms you are experiencing
- Make a list of medications, vitamins, and supplements you are taking
- Create a timeline of your health history
- Ask someone to attend the appointment with you
- Gather and bring necessary medical records, including CDs of imaging studies
- Prepare a list of questions to ask the doctor
- If a telemedicine appointment, review information to understand how the platform works

### During the Appointment

- Answer questions about your health honestly
- Ask questions in order of importance
- If you don't understand something, ask the doctor for clarification
- Take notes or bring someone to take notes for you
- Ask the physician to summarize their recommendations
- Clarify next steps for follow-up
- Ask for copies of test results

### After the Appointment

- Follow the treatment plan that was agreed upon by you and the doctor
- Seek a second opinion, if appropriate. ConnectCare3 can assist you with finding one.
- Make follow-up appointments and attend them
- Call the office with any questions or concerns
- Set up your patient portal. More doctors are communicating via email through the patient portal and this can be a quick way to reach them.



## When to Call Your Doctor

- Your symptoms get worse
- Experiencing side effects/problems with your medication
- You start any new medications
- You need results of tests that were ordered
- You need help understanding test results

## Questions to Ask Your Doctor

- What is causing my symptoms?
- Do I need any diagnostic tests?
- What are my treatment options?
- What are the risks and benefits of each option?
- What treatment option do you recommend?
- What is your experience treating this type of diagnosis?
- Is there any written material or credible websites I can use to learn more about my diagnosis?
- Who should I contact if I have questions once I am at home?
- What symptoms should I notify you about?
- What are the next steps?
- What is the best way to reach you? Do you prefer email in the patient portal or a phone message?

## What to Include on Your Health Timeline

- Family health history
- Medical conditions
- Lists of physicians you see
- Surgery history
- Lab or diagnostic tests and results
- Current symptoms, including onset, severity, duration, and treatment
- List of current medications, vitamins and supplements; including dose, frequency and the prescribing physician.

## How can ConnectCare3 Help?

As a member of ConnectCare3, you have access to the support of patient advocates, nurse navigators and wellness professionals, all available confidentially and at no cost to you.

If you have received a medical diagnosis and need help navigating the healthcare system, please call ConnectCare3 at 877-223-2350 for assistance.

ConnectCare3 will support you by:

- Providing education about your diagnosis to ensure you have a thorough understanding.
- Researching well-credentialed specialist options as well as the latest treatment options.
- Providing information to help you secure copies of your medical records.
- Developing a list of questions and concerns to review with your doctor.
- Providing ongoing follow-up throughout your treatment.

For assistance with any diagnosis, or adapting a healthy lifestyle, contact **ConnectCare3** by calling 877-223-2350 or emailing us at [info@connectcare3.com](mailto:info@connectcare3.com)



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