

Patient Responsibilities

YOU are a full partner when it comes to your healthcare. It is your responsibility to supply the members of your team with the information they need to provide you with the best possible care.

For your convenience, here are some **checklists of things to do before, during and after your appointment** to maximize your experience.

BEFORE APPOINTMENT

- Make a list of all the medications you are currently taking, if at all possible. This includes prescription medicines and over-the-counter medicines such as aspirin or antacids, vitamins, dietary or herbal supplements. Be sure to write down the following for each of your medications:
 - Medication Name
 - Medication Strength
 - How much and when you taking your medications
 - Reason for taking
 - Name of who prescribed it
- Make a list of all the doctors and clinics you see, and the reason.
- Write down all the questions you want to ask during your appointment in order of importance, such as: questions about specific medicines, medical tests, procedures or surgeries, or lifestyle issues such as nutrition or exercise.
- Be prepared to provide information about your current medical conditions, past surgeries and illnesses, including dates. You'll also want to be familiar with your family's medical history. This information can be critical when it comes to providing you with the best possible care.
- Be familiar with your health insurance coverage, and contact your insurance member services department if you have any questions about your benefits.
- Show up on time for your appointment.

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DURING APPOINTMENT

- Come prepared to present your insurance card, photo identification and applicable copay payment upon check-in.
- Provide your list of current medications so we are sure to update them in your medical record.
- Give your list of all the doctors and clinics to your provider so we can be sure to coordinate your care.
- Make your health care provider aware of any changes in your health and your condition(s) since your last visit. Also tell us about changes in the health of any of your family members that may help us take better care of you!
- If you have an existing health care plan, discuss what components of it have worked well for you and what components need tweaking. Your health care provider can adjust the plan to fit your individual needs.
- Discuss your health issues and be sure you understand what you need to do for each one. Ask your health care provider which one(s) you should work on first.
- Go through your list of questions, beginning with your most urgent or important ones.
- Be sure to ask how you can reach your care team after hours.
- Be sure you understand the instructions your provider gives you before you leave the office. We don't mind repeating or using different words to explain!
- If you haven't already done so, speak with a healthcare team member about registering for our Patient portal.

AFTER APPOINTMENT

- Follow the plan that you and your health care provider discussed. If you have ANY questions about your treatment plan, be sure to call us or send us a portal message (if non-urgent). We want you to understand how to take the best care of yourself.
- Pick up prescriptions from your preferred pharmacy and take your medications as order by your provider. If you have ANY questions about your medicines, be sure to call us.
- Perform any lab test at your preferred lab, if ordered by your provider.
- Call us if you haven't received test results within the time your provider told you to expect your results.
- Contact us after hours if your issue can't wait until the regular office hours. We can still help direct your care.
- Pay your share of any fees incurred for your care.
- Schedule and keep your appointments.
- Ask your specialists and other providers you receive care outside the office to provide us with a note of your care.
- Tell us how we are doing! We want to hear from you.