

Before your visit to the doctor's office

1. Bring a list of questions for the doctor.
 - ✓ Decide on the 3 most important problems.
 - ✓ Doctor's appointments are short. Make more appointments if needed.
2. Bring a list of all other medical professionals you have seen (You can use: "My Medical Log").
 - ✓ Examples: doctors, counselors, clinics, hospitals, emergency rooms or urgent care.
3. Bring all medicines and important documents.
 - ✓ Blue Book, AHCCCS card, Arizona ID.
 - ✓ All medicines (including prescriptions, herbal medicines, vitamins, or home remedies).
4. Bring a family member, trusted friend, or caseworker to the appointment if you want or need:
 - ✓ To help understand and talk about your health and remember what the doctor says.

During your visit to the doctor's office

1. Ask for a professional interpreter when needed. Don't use a family member.
2. Take an active part in your visit.
 - ✓ Don't just listen- ask questions about your health and treatment plan.
 - ✓ Take notes to help you remember.
 - ✓ Be honest about how you feel: physically, mentally, and emotionally.
 - ✓ Don't just say what you think the doctor wants to hear.
 - ✓ Ask questions if you don't understand something.
3. Ask when you should come back for a follow-up or preventative care appointment.

After your visit to the doctor's office

1. Sign permission for other healthcare providers to send medical records to your doctor.
2. Schedule your next appointment.
3. Pick up any prescribed or refilled medicines at the pharmacy.
4. Ask your provider's office for help with any medical referrals.
 - ✓ If you need insurance approval, ask for a number to call if no news in one week.
 - ✓ Ask for interpreter and help making appointment if needed.
5. Call the doctor's office if insurance won't cover the medicine, test, or referral that you need.
 - ✓ Ask why denied and if there are other options.
 - ✓ If not, get help from doctor's office and lawyer to appeal coverage denial.
6. Keep your medical information in a safe place.



**What to do
Before, During,
and After your
Medical Visit**



Before

You visit the doctor's office

- 1) Bring a list of questions for the doctor. Also bring a list of doctors, hospitals, or clinics you went to before.



- 2) Bring all medicines. Also bring: your Blue Book, AHCCCS card, and Arizona ID.



- 3) Bring a family member, friend, or caseworker if needed.



During

Your visit at the doctor's office

- 1) Ask for a professional interpreter when needed.



- 2) Ask questions and take notes. Ask if you need tests, lab work, or a special doctor.



- 3) Ask when you should return. Make your next appointment.



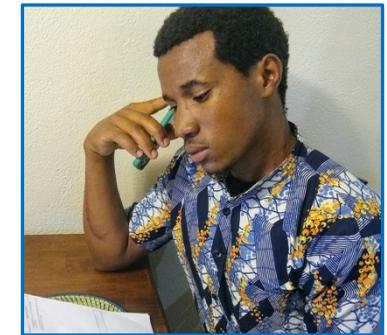
After

Your visit at the doctor's office

- 1) Pick up medicine at pharmacy.



- 2) Call your doctor's office if insurance won't pay or if you need help with medical referrals.



- 3) Keep medical information in a safe place.

