### Navigating the Adult Healthcare System

#### Making and keeping appointments
- Use your phone calendar
- Use a paper calendar
- Keep a notebook

#### Making a first appointment with your new Adult Care Team
- List each new care team member you need to contact and WHY you see them
- Choose a quiet place to call where you won’t be interrupted
- Give yourself plenty of time. Being on ‘hold’ and answering questions can take up to 30 minutes
- Have a paper or phone calendar open to check your availability and write down appointments
- Have your insurance card and information ready
- Know how to ask for your medical records
- Have you signed a ‘release of information’ form requesting medical records from your pediatric care team or specialty? Has your adult care team gotten the records?
- If not, get the address, fax number, or electronic portal information so you can follow-up with your pediatric clinic to ask records to be sent
- For a specialty appointment, give the name and contact info of your primary care doctor so that a summary of the visit can be sent to them

#### Getting ready for your visit
- Use a medical app on your phone
- Keep a list of health questions and symptoms on your phone (notes can be locked and opened only by you for privacy)
- Have a folder or drawer set aside specifically for your medical papers and information

#### Before your appointment
- Make a list of all medicines, vitamins, and supplements you are taking. Include the amounts you take per day
- Note any medicines that need a refill
- Write down your questions (use a notes app in your phone if that’s easier)
- Do you keep a diary for your symptoms? If so, make sure you are keeping up with this (including, diet, seizures, headaches, anything else you’re tracking)
- How is your general health? Is there anything you need to tell this doctor about?
- Remember to bring any test results that may be important to this appointment.
- Write down who should get a summary of your visit so you can request this if needed
- Know the name of the pharmacy you want to use for any new prescriptions

#### Getting to your appointment
- Keep the main number for the clinic in your phone so you can call if you have questions about parking
- Know exactly where to park, and if there’s a fee or special parking code
- Plan to arrive 15-30 minutes before your scheduled appointment time
- Check traffic and time needed to park and get to the clinic
  - If riding the bus/train or taking ride-share:
    - Know the exact address of the clinic
    - Note which bus numbers or train lines to take
    - Add in the time it will take to walk from where you are dropped off
### Before you leave the clinic

**Use your phone to set reminders about labs and tests**

**In-between appointments**

**Follow-up visits**

### Review any instructions given to you with the care team

- Ask for the best number to call for
  - questions
  - medication refills
  - an urgent or emergent need in-between appointments
- If you need to schedule a follow-up appointment, schedule this right after your first visit

- Set reminders for monthly medicine refills
- Know how to refill medicine and medical supplies, if needed
- Set reminders for any health monitoring needs like blood draws

- If you are going to the same clinic, but seeing a different care team member, they may call it a ‘new patient’ visit
- Have you done the recommended tests such as labs or x-rays from the last appointment? If not, call the clinic with questions or for orders if they are needed