

Navigating the Adult Healthcare System

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| <p>Making and keeping appointments</p> <ul style="list-style-type: none"> • Use your phone calendar • Use a paper calendar • Keep a notebook | <p>Making a first appointment with your new Adult Care Team</p> <ul style="list-style-type: none"> • 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 |
| <p>Getting ready for your visit</p> <ul style="list-style-type: none"> • 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 | <p>Before your appointment</p> <ul style="list-style-type: none"> • 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 |
| <p>Getting to your appointment</p> <p>Keep the main number for the clinic in your phone so you can call if you have questions about parking</p> | <p>Getting to your appointment</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ If riding the bus/train or taking ride-share: <ul style="list-style-type: none"> ▪ 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 |

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| <p>Before you leave the clinic</p> <p>Use your phone to set reminders about labs and tests</p> | <p>Review any instructions given to you with the care team</p> <ul style="list-style-type: none">• Ask for the best number to call for<ul style="list-style-type: none">○ 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 |
| <p>In-between appointments</p> | <ul style="list-style-type: none">• 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 |
| <p>Follow-up visits</p> | <ul style="list-style-type: none">• 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 |