Going to the Doctor: What You Need to Know

Finding a doctor and going for visits can be overwhelming. This sheet will help you learn how to:

- 1. Choose a doctor
 - 2. Schedule an appointment
 - 3. Get the most from your visits

What kind of doctor should I see?

You should have a **Primary Care Physician (PCP) as your main doctor**. You should always see them first. Your PCP can:

- 1. Help you **keep track of your health** over time and make a plan to stay well
- 2. Treat short-term illnesses (like colds) and minor injuries
- 3. Treat chronic illnesses such as diabetes or high blood pressure
- 4. Get you in to see a **specialist** a specialist is a doctor who treats a specific part of your body or who treats a specific type of illness
- 5. Help you keep your health care costs down

How do I find a PCP that is right for me?



Find a list of **providers that are covered by your insurance**. To find this list:

- Ask someone in the Human Resources office
- Call the **number** or visit the **website** on the **back of your insurance card** (see reverse side of this sheet)



Ask your family, friends, and coworkers about the doctors they use. Be sure to check that this doctor accepts your insurance.

How do I schedule an appointment?



- 1. Before calling the doctor's office, you will need:
 - Your insurance card, with member and/or group number
 - Your calendar or schedule
 - Your **personal information** (such as your birthday and your address)
 - The reason for your visit
- 2. Call your doctor's office to set up your appointment. Make sure to tell them:
 - Why you need the appointment. This will help them schedule enough time.
 - If you need an interpreter
- 3. Once you have an appointment, **save the date and time in your calendar**. If it's during work time, let your supervisor know.





What should I bring to my visit?

Bring these to every appointment:



Photo ID and insurance card



Personal information, including phone number and address



A list of your symptoms or health concerns



Health history or medical records



All your medicines (prescriptions and others)



A list of questions you want to ask your doctor

What can I do to get the most from my visit?



Tell your doctor **what you expect** from the visit, such as:

- A prescription refill
- Relief from symptoms
- A form for your time off at work



Ask questions if you do not understand something. It is important to leave the doctor's office knowing what you need to do to be healthy.

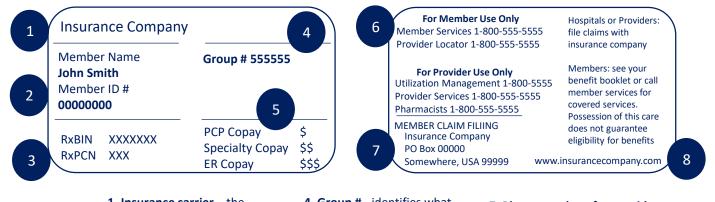


Before you leave, **repeat back to your doctor what you understand** about:

- The name of your health problem
 - The plan to treat it
 - When to come back to the doctor

Who can I contact if I have questions?

If you have questions about finding a doctor, you can contact Tyson **Human Resources** Department or your **insurance company** (see below)



1. Insurance carrier – the company that provides your insurance coverage

2. Member name and ID – your identifier within your insurance plan

3. Prescription benefit codes – lets pharmacies know how much to charge for medicines

4. Group # - identifies what type of plan you have

5. Copay information – tells you how much your copay will be for different types of care

6. Phone numbers for members to ask about benefits and providers that are covered by their insurance **7. Phone numbers for providers** to ask questions about benefits, covered services, and billing

8. Insurance website

