

Tips on Making the Most of a Health Visit

Before the visit	During the visit	After the visit
<ul style="list-style-type: none"> • When making the appointment, tell the receptionist your child will need extra time. • If you need to cancel the appointment, call your provider <u>at least 24 hours</u> beforehand. • Ask your provider whether your visit needs a referral and/or authorization. • Think about the purpose of the visit. What matters to you most? • Make a list of questions and concerns to talk about. • Bring paper and pen to take notes during the visit. • Bring along any medical records you might need. Bring <i>Directions</i>. • Bring your child's medications or medication list. • Prepare your child for the visit. Encourage your child to ask questions too. 	<ul style="list-style-type: none"> • Be on time. • Bring health insurance referral and/or authorization paperwork, if needed. • Talk about your list of questions and concerns. • If your child is a teen or young adult, encourage your child to talk to the provider alone. • Discuss any changes in your child's health since the last visit. • Talk about important events that have occurred lately. • Ask about any treatments or procedures you may have questions about. • Take notes. • Leave paperwork (such as school physical forms, nursing orders, etc.) with your health care provider to be filled out and sent back to you later. • Ask about future medical tests and appointments. 	<ul style="list-style-type: none"> • Review your notes. Think about whether your questions were answered. • If you have more questions after the visit, it's okay to call your provider. • Did your provider give you any new instructions about your child's care? If so, share these and other things you learned at the visit with those who need to know— like caregivers and family members. • If you were given a referral to see another provider, make sure to call and make that appointment. • On your calendar, write down the next appointment or when to call for the next appointment. • Update <i>Directions</i>.

(Adapted from *Health Care Visit Checklist*. Bright Futures for Families, www.brightfuturesforfamilies.org, and *Making the Most of a Ten Minute Office Visit*. Massachusetts Family TIES, www.massfamilyties.org.)