



# My Health Conversations: Preparing for My Medical Appointment

As your health care plan, CareSource wants to make sure you have all the information you need. We have prepared a health guide for you to use during your provider visits. Use this guide to get the most out of your medical appointments. It will help you prepare for your visit and keep track of your health so that you and your care team stay informed.

## Schedule Appointments!

Do you need help scheduling your medical appointments? It's always best to schedule as far in advance as possible! Keep in mind these guidelines. Your Care Manager or Member Services can help you schedule appointments. See the *Resources* section of this guide.

Your Primary Care Provider (PCP) Visit	What to Expect When Scheduling Your Visit	Other Options to Consider
Regular or routine visit	Plan for up to 6 weeks in advance.	- Telehealth - Wait list for a cancellation
Urgent visit	Possibly within 48 hours.	- Urgent care - Convenience care clinic

When You Need to See a Specialist	What to Expect When Scheduling Your Visit	Other Options to Consider
- Consultation visit - Regular visit - Routine visit	Scheduling out up to 12 weeks in advance.	- Telehealth - Wait list for a cancellation - Different specialist
Urgent visit	Possibly within 48 hours.	- Talk to your PCP - Different specialist

**For an emergency, expect to be seen immediately.  
Go to the nearest urgent care or call 9-1-1.**



## Wellness and Prevention

Open discussions with your provider are important to prevent and manage medical conditions.

To help you have an informative and productive visit with your provider, be ready to ask questions. We've provided a few topics that may be important for you to cover with your provider.

- Are there any preventive screenings that I need?
- Do I need any laboratory tests?
- When will I get the results of any testing?
- Can I use MyChart or a patient portal to get my test results?  
- How do I enroll?
- Where can I go after hours or for urgent needs?
- Do you offer telehealth services?
- Tell your doctor about any other providers, clinics or specialists you may have seen since your last visit.
- Share health goals and challenges with your provider on what matters most to you.





## Preventive Screenings Offered by CareSource

Not sure which preventive screenings you need? Ask your provider. Use the below list of screenings to start your discussion. You can find a full list of suggested screenings for your gender and age range by visiting [CareSource.com/members/education/preventive-care](https://www.caresource.com/members/education/preventive-care).

- Breast Cancer Screening
- Colorectal Cancer Screening
- Diabetic Testing (e.g., Retinal Eye Exam, A1c Test, Kidney screening)
- Immunizations and vaccines (e.g., Annual Flu Shot)
- And others

Preventive Screening	Date of Screening Appointment	Date of Screening Completion	Notes





## My Medications

Being prepared with a list of all your medications is key to a successful visit. Be sure to note:

- All prescription drugs
- Any over-the-counter (OTC) medications
- Vitamins and supplements

Use the space below to record each medication.

Name of Medication	Dose	Reason for Taking?	Name of Prescribing Provider



## My Health Information

1. Health Condition: \_\_\_\_\_

Concerns: \_\_\_\_\_

Action Steps: \_\_\_\_\_

2. Health Condition: \_\_\_\_\_

Concerns: \_\_\_\_\_

Action Steps: \_\_\_\_\_

3. Health Condition: \_\_\_\_\_

Concerns: \_\_\_\_\_

Action Steps: \_\_\_\_\_

4. Health Condition: \_\_\_\_\_

Concerns: \_\_\_\_\_

Action Steps: \_\_\_\_\_

5. Health Condition: \_\_\_\_\_

Concerns: \_\_\_\_\_

Action Steps: \_\_\_\_\_

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## Personal Health Goals

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## Allergies

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## Resources

Your Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### Health Care Provider Information

Primary Care Provider (PCP): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Pharmacy: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Other Providers: \_\_\_\_\_

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### Family Caregiver

Name: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Alternate Phone Number: \_\_\_\_\_

### Care Manager

Care Manager Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## Need Help? Just Ask.

Remember, we're here to help. Your Care Manager or Member Services representative can assist you in finding other resources that help you stay on track:

- **Teladoc**® (Virtual doctor visit over the phone or online): Call 1-800-TELADOC (835-2362) or visit [www.Teladoc.com/CareSource](http://www.Teladoc.com/CareSource).
- **CareSource24**® (24-Hour Nurse Advice Line): Call the CareSource24 phone number found on the back of your CareSource member ID card.
- **Silver&Fit**® (Fitness Program): Call 1-877-427-4788 (TTY: 711) or visit [www.SilverandFit.com](http://www.SilverandFit.com).
- **myStrength**™ (Online Mental Health Tool): Visit [www.bh.mystrength.com/CareSource](http://www.bh.mystrength.com/CareSource).

**You can reach Member Services at 1-833-230-2020 (TTY: 711)** with any questions you may have. We are open 8 a.m. to 8 p.m. Monday through Friday, and from October 1 through March 31, we are open the same hours, seven days a week.

