

Making the most of your doctor's visit: questions to ask your doctor

To make the most of your doctor's visit, it is important that you understand the information your doctor shares with and that you ask any questions you may have about your condition and treatment.

Questions to consider asking your doctor:

- What caused this condition?
- How will the condition impact my life?
- Why do I need this treatment/medication?
- Are there any alternatives to this treatment/medication?
- What are the benefits and risks of the treatment /medication?
- Will this medication interact with medication that I am already taking?
- What is the test for?
- When will I get the results?
- Are there any side effects?
- What are the possible complications?
- Who do I contact/ what do I do if things get worse?
- Do I need to make my next appointment before I leave?
- When should I expect to hear from the doctor/health care provider you are referring me to?
- What should I do if I do not hear back?

Information Sources

MedlinePlus
Talking With Your Doctor
www.medlineplus.gov/

Agency for Healthcare Research and Quality
The 10 Questions You Should Know
www.ahrq.gov

National Institute on Aging
Talking With Your Doctor Worksheets
National Institute on Aging (nih.gov)

National Institute of Health
Talking With Your Doctor or Health Care Provider
DOHS | NIH

Humana
Healthy Horizons®

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-480-1825 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language.

Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.
If you need help filing a grievance, call **800-480-1825** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the
U.S. Department of Health and Human Services, Office for Civil Rights
electronically through their Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/ocr/complaints/index.html>**.

Auxiliary aids and services, free of charge, are available to you. **800-480-1825 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Humana Healthy Horizons is a Medicaid Product offered by affiliates of Humana Inc.

Language assistance services, free of charge, are available to you.
800-480-1825 (TTY: 711)

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Kreyòl Ayisyen (French Creole): Rele nimewo ki endike anwo a pou resevwa sèvis éd gratis nan lang.

Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, należy zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

Italiano (Italian): Chiamare il numero sopra indicato per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

Diné Bizaad (Navajo): Wódahí béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jik'eh saad bee áká'ánída'áwo'déé níká'adoowot.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.