

# Making the most of your doctor's visit

## Prepare for your appointment:

- Identify the goal of the doctor's visit and what you want to get accomplished.
- Make a list of your concerns and any relevant health changes since your last visit.
- Bring:
  - List of your medications, including supplements and over the counter medications (include dose and frequency).
  - If this is your first appointment, information about your family health history.
  - Your current health insurance information.
- If you need help getting to your appointment, remembering, or understanding what your doctor says, bring a family member or friend who can help you.

## During the appointment:

- Be prepared to make the most of your appointment.
- Speak to your doctor about your main concerns and answer your doctor's questions honestly.
- Ask any questions you may have about your condition and treatment.
- If you do not understand what your doctor says, ask your doctor to explain it again.
- Summarize what you learned about your health or condition with the doctor before leaving the visit.
- Take any written materials given to you at your visit.

## After your appointment:

- Review any written information provided to you at the end of your appointment.
- Follow your doctor's instructions. Instructions may include taking medications, preparing for a test, or scheduling another appointment.
- If you have forgotten the doctor's instructions, call the office to ask for clarification.
- Many doctors have an online patient portal where you can access your health care information. Ask how you can access this portal.

## Tips

- Prioritize your questions and concerns. What are the top 2-3?
- Take photos of your medication labels to bring with you.
- Bring pen and paper or your phone to take notes.
- If you have brought someone, ask them to take notes for you.
- Ask if your doctor has brochures or other information about your treatment or health condition.
- Put important dates in your calendar.
- Make sure your doctor's office has your current contact information.
- See the tools and resources below for worksheets to record key information.
- See the list of questions in the Tools and Resources you may want to ask the doctor.

## Tools and resources

Download the following worksheets to complete prior to your appointment.

**Medication → Concerns →**

**Family health history →**

**List of questions →**

## 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.