

Bridges to the Future Transitional Care Program

Talking With Providers &
Finding Adult Providers



**KOSAIR
CHILDREN'S
HOSPITAL**

*Supported by the
Children's Hospital Foundation*



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Is Good Communication Like a Two-Way Street?



It's More Like a Three-Way Street!

When it comes to medical appointments for youth, communication is more like a three-way street:



You

+

Parents / Guardians

+

Care Providers



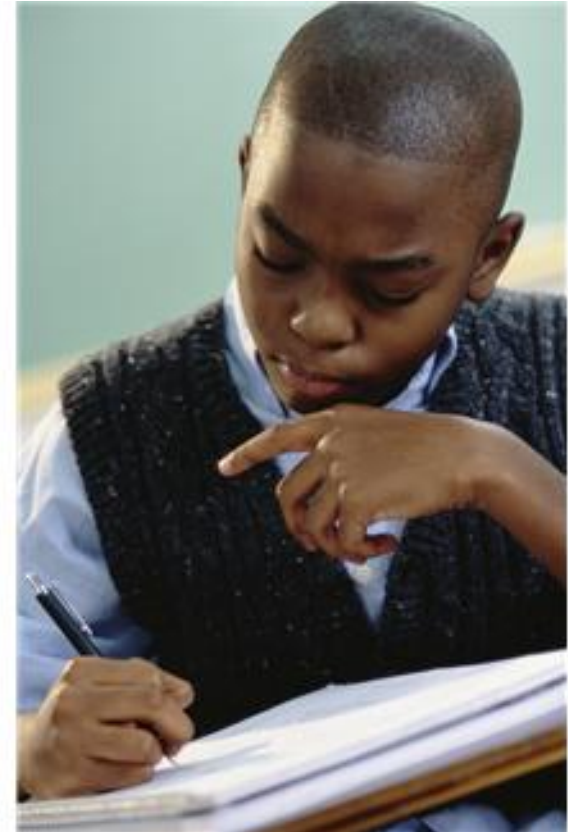
Get Ready to Listen!

- ✓ Pay close attention when health care providers are talking to you.
- ✓ Ask questions if need more info or don't understand.



Get Ready to Write

Studies have shown that most people can recall only 2 or 3 things that doctors tell them, unless they write down the information or instructions.



Making Appointments

Have these items handy
BEFORE you call to make
an appointment:

- ✓ Your insurance card
- ✓ Name of the provider to see
- ✓ Reason for appointment
- ✓ Calendar



Before Office Visits

- ✓ Know Your Medical History
- ✓ Know Your Medications
- ✓ Perform a Health Review
- ✓ Make a Medical Diary
- ✓ Make a List of Questions
- ✓ Know How You Like to Get Information & the Easiest Way for You to Remember Info



Take Medications With You

Take the medications in original containers or make sure to include updated info in your Bridges Binder and take it with to office visits.



Be Honest

Your care providers need accurate information so follow these rules:

- ✓ Always tell the truth.
- ✓ Speak up about problems.
- ✓ Don't be embarrassed.
- ✓ Admit any mistakes.



Be Curious

If you don't understand or you want more information, you should say:

“Please tell me more.”

“Could you explain again?”

“Please write that down.”

“Where can I get more info?”



An Easy Way to Remember

- G** Give honest information.
- L** Listen carefully.
- A** Ask questions.
- D** Decide what to do next
and do your part to
follow the care plan.



Other Questions to Ask

Please explain any problem(s) and what I need to do.
Will the problem(s) get better? Why or Why not?
Do I need any medical tests? If yes, what kind?
Do I need new medication? Are there any side effects?
What should I do & NOT do to take care of myself?
Do I need another appointment? If yes, when?
Is there other information I should remember?
Is there any follow-up? What is my next step?



After the Appointment

Forget Something?

Call or email your doctor's office to ask questions

Follow Your Plan of Care:

Go over notes from the appointment. Finish checklist.

Use a Personal Health Journal:

Record/review your progress.



Questions to Consider

- ✓ Do I participate in my appointments by offering information, answering questions, expressing my concerns and asking questions?
- ✓ Do I express my own thoughts & feelings even when they differ from my parent(s) or provider?
- ✓ Do I ask for some time alone with providers for private discussion and am I able to ask questions without feeling embarrassed?



When Will I Transition to Adult Care?

Actual transition is usually between ages 18 and 21, but you and your family should start planning several years before that.



Why Should We Plan Ahead?

Without advance planning, teens and families may be unpleasantly surprised when they are refused care at a doctor's office or a children's hospital because they have "aged out."



How Do We Start the Transition?

- ▶ Inform your current health care providers.
- ▶ Check insurance list of approved care providers in your network.
- ▶ Ask friends and other patients for recommendations.



Where to Look

- ▶ Get referrals from current providers
- ▶ Check your insurance network
- ▶ Ask people with similar needs
- ▶ Contact local medical societies and associations
- ▶ Ask your Bridges Coordinator



Details to Consider

- ✓ Are the office location and hours convenient?
- ✓ How do you contact the doctor after hours?
- ✓ Is the doctor on staff at the hospital you want to use?
- ✓ Is the potential new doctor knowledgeable about your special health care needs?
- ✓ Do you like the personalities and communication style of potential providers and office staff?



It's an Important Decision

Keep in mind: The best time to see a new physician is when your health condition is stable.



Get to Know Potential Providers

Before making the final choice for a new doctor(s), ask office staff if you can schedule a 10-15 minute appointment as a “get acquainted” interview.

You might have to pay for that type of visit because it may not be covered by insurance.



The “Get Acquainted” Meeting

- ✓ Create a list of questions before 1st meeting with providers
- ✓ Bring your Bridges Binder
- ✓ Arrive early to ease anxiety
- ✓ “Take the lead” during the visit by asking and answering questions



After the 1st Visit, Ask Yourself...

- ✓ Is the doctor knowledgeable about your health issues and/or willing to learn?
- ✓ Did you like the doctor's "bedside manner"?
- ✓ Is the office staff willing to help with requests for prior approvals from insurance providers and other documentation as needed.
- ✓ Are you satisfied with office practices and access during an emergency or urgent situation.



The “Right” Providers Will...

- ✓ Help you set short-term and long-term goals.
- ✓ Help you consider new/emerging treatments.
- ✓ Help you connect with support organizations and community resources.
- ✓ Help you to advocate on your own behalf.
- ✓ Help you follow up with difficult referrals.
- ✓ Help you find needed services such as transportation, medical equipment and home care.



What Info Will New Providers Need

- ✓ Copy of insurance card & photo ID.
- ✓ Copy of patient's transition plan.
- ✓ Copies of medical records
- ✓ Contact information for someone on both the pediatric primary and specialty care teams.



You will receive a flash drive with forms for your current physician to fill out.



Communicating with Adult Providers

- Talk directly with them.
- Speak up about any questions or concerns
- Take responsibility for following the plan of care
- Take responsibility to stay healthy, such as eating right, exercising, not smoking or chewing, not drinking, and not taking drugs.
- Be on time for appointments.



What About Dental Care?

Let your dentist know
if you are:

- ✓ In pain
- ✓ Afraid of dental visits
- ✓ Concerned about anything



Important Info for Dental Care

- ✓ Some individuals, including anyone with a heart condition, require premedication with an antibiotic prior to dental appointments.
- ✓ If the dentist forgets, the individual should refuse to continue with the appointment.
- ✓ Antibiotic should be taken one hour prior to appointment.



What else do we need to know?



Resources for Bridges Workshops



Harvard School of Public Health



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