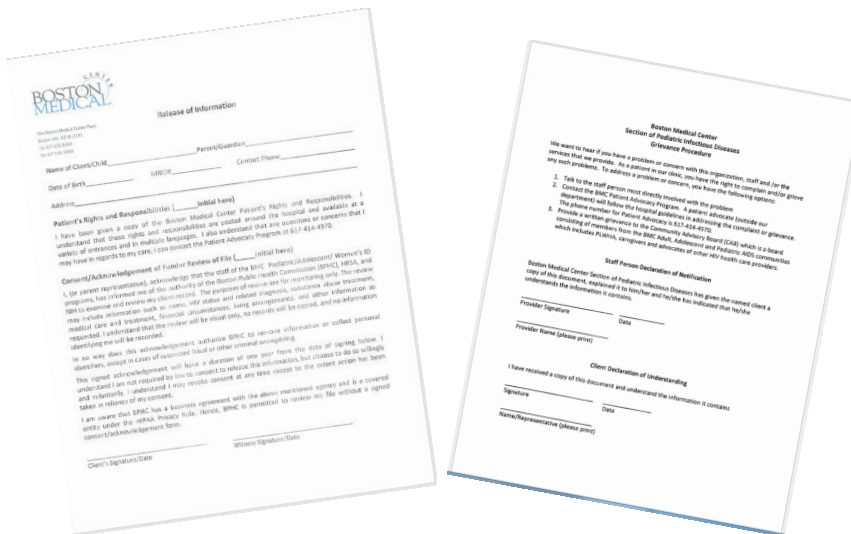


# Be in the know

Being informed on your health (including diagnoses and what they mean) and how to keep yourself healthy is important for many reasons. In case of an emergency it's good to know what medications you're on or allergic to. It's good to know when you go to the doctor for your yearly check-up what to fill out on the forms and what questions the doctor might ask you.



Fill out the "Information at the Ready" form that follows and go over it with your provider/social worker/case manager.

Visits with doctors and providers that care for adults are usually short; usually 15-20 minutes. Learn to give information quickly, and be sure you understand what you are told, and ask questions to understand.



Be prepared to talk about: “Chief complaint or concern” - why you came to see the provider TODAY

- Current medications or treatments and how they’re working/not working for you
  - When you need a refill. Let your provider know at least 5 days before your medication runs out. Call the clinic and let them know you are running low on your prescriptions if you don’t have an appointment soon.
  - Look on your prescription bottle. It should list the number of refills left in that prescription. {picture of medicine bottle, circle the refill indication}
    - If your clinic has an online patient portal you might be able to use that to request a refill, but remember do it at least 5 days before your medication runs out
- Past medical history- practice giving your medical history in 3 minutes
- Brief review of current information related to your health condition (what’s new, how are you feeling, worries)
- Problems/concerns that you would like to talk about at a future visit if there is not time today
- Resources you need (equipment, supplies, services)

Ask questions about

- The plan of care that your provider recommends (medicines, labs, therapies, routines)
- Why this is the best plan of action
- What to do next, who will do it, and when



If you don’t understand your provider you might say

- Please tell me more about that.
- Could you write that down for me?
- Where can I find more information about this?
- Is there something you can give me to read about this?

If you can’t make an appointment:

- Call clinic at least 1-2 days before the appointment or as soon as you know you won’t be able to make the appointment
  - Often clinics make reminder calls or texts about your appointment, this could be a good time to let them know you won’t be able to make it
- Reschedule the appointment
  - Call the clinic and make an appointment for a new appointment that fits in your schedule
- It’s important to let them know as soon as you know. Someone else could use the appointment time that you can’t make.



Getting to your appointment:



How to set up a PT1 ride section

Ask someone in your doctor's office to request one if you have MassHealth Standard. Do you have Gatra? MRTA? Cape Ann Transportation? It depends on where you live! Once it is set up and you know transportation company: Call Gatra or Cape Ann Transportation to schedule a ride. All rides need to be scheduled at least 3 business days ahead of time (do not count Saturdays, Sundays or holidays).

If you have MRTA, you can schedule it online:

1. Click on the link <https://cp-mart.gryde.com/v15/NemtBookRide.html> and select "Log In"
2. Enter the user name and password. Then select "log in."
3. Select the pick up address from the drop down menu and make sure the address of the hospital is correct (850 Harrison Ave. Boston).
4. Select the time and date of your appointment.
5. Select "Returning" to select your return time for when you would like to be picked up.
6. Select "Book Trip."
7. Select the username on the upper right corner and select "My Trips." This will show your upcoming booked trip as well as any previous trips.