



Your Voice Matters

WHAT SHOULD YOU EXPECT DURING A VISIT TO YOUR PRIMARY CARE PROVIDER'S OFFICE?

Having a good experience when you visit your provider's office¹ can lead to better health. There are specific things you should expect when you visit your health care provider. Next time you go to the provider's office, use these tips and handy checklist to see how your experience stacks up.

COMMUNICATION

- Your provider should answer your questions to your satisfaction.
- Your provider should explain things in a way you understand.
- Your provider should give you clear, written instructions for anything you need to do after your office visit.
- You should feel your provider cares about you as a person.
- You should feel your provider tells you the truth about your health, even if there is bad news.

TIMELINESS

- You should be able to make an appointment as soon as you think is needed.
- You should feel your provider spends enough time with you to address your most important concerns.

HELPFULNESS

- You should feel that office staff is helpful.
- Clerks and receptionists at your provider's office should treat you with courtesy and respect.

COORDINATION OF YOUR CARE

- Your provider knows important information about your medical history.
- Your provider is up to date about care you've received from specialists you've been referred to.
- Your provider talks with you about all the prescription medicines you are taking.
- Someone should follow up with you about your test results.

PROVIDER APPOINTMENT CHECKLIST

You should expect certain things to happen every time you go to the provider. If you can check off the items on this list, you're having a good experience at your provider's office.

- I was able to schedule an appointment as soon as I thought I needed it.
- My provider listened to my questions and gave me helpful answers that I was able to understand.
- I felt respected by my provider and their staff.
- My provider knew my medical history.
- I had enough time to ask the questions I needed to.

Get the resources you need to be an empowered health care consumer at:
www.wacommunitycheckup.org/your-voice-matters.