



**Baltimore Medical System**

THE HEART OF COMMUNITY HEALTH

*Your Medical Home*

## **Use This Handy Checklist**

### **Get Ready For Your Appointment**

- Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list.
- Make a list of other health care providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visited them.
- Take all of your medicines, in their original containers to your appointment. Be sure to include prescriptions, over the counter, natural, and herbal medicines, and vitamins.
- Take your insurance card or other insurance information with you to your appointment.
- If you wish, ask a family member or trusted friend to go to your appointment with you.

### **During your Appointment**

- Write down the names of Your Care Team members.
- Use your list of questions. Ask your most important questions first. Even if you cannot get all your questions answered on the first visit, having a list will help you keep track of the answers.
- Talk with your Care Team about what health issues to work on first.
- Be sure to know what you should do before you leave the office.
- Use your own words to repeat back the things you have discussed with your team. This way, both you and your team will know the information is clear.
- Ask your Care Team how to reach them after hours if you need to.



## **Patient Responsibilities:**

- Asking questions, sharing your feelings, and taking an active part in your care
- Being honest about your history, symptoms, and other important information, including any changes in your health and wellbeing.
- Taking your medicine as directed. Inform us whenever there is a problem with the medication you are taking.
- Making health decision about your daily habits and lifestyle.
- Keeping your scheduled appointments or reschedule in advance whenever possible.
- Calling our office first with your health concerns, unless it is an emergency.
- Being sure you leave our office with a clear understanding of our expectations, treatment goals, and future plans.

## **Clinician Responsibilities:**

- Explain diseases, treatment and results in an easy to understand way.
- Listen to your feelings and questions which will help us make decisions about your care.
- Keep your treatments, discussions, and records confidential.
- Give your clear directions about medicine and other treatments.
- Send you to a trusted specialist, if needed.
- End every visit making sure you are clear about instructions, expectations, treatment goals and future plans.
- Ask you for feedback about the care you are getting.

## **Support you in Caring for Yourself**

- Make sure you leave the office with a clear idea of how to care for yourself
- Help you set goals for your care and help you meet your goals one step at a time.
- Give you information about BMS classes, support groups, or other services to help you stay healthy.