

Prepare for your next appointment

Going to the doctor is an important part of staying healthy. Whether you're going for a regular checkup or seeing the doctor because you're sick, preparing for your appointment can help ensure you get the help and information you need and feel confident about your care plan moving forward.

Before your visit

Whether you're having an in-person or virtual visit, experiencing symptoms, or completing an annual physical, it helps your appointment run smoothly if you do the following things beforehand:

- **Make a list of everything you take.** This can include prescriptions, over-the-counter medicines, vitamins, and herbal supplements. Be sure to include how much you take each day.
- **Think about including a family member or friend.** They can help you think of questions for your doctor, review information with you after your appointment, or maybe even participate in a virtual visit.
- **Write down questions you want to ask your doctor.** You can include questions like:
  - What can I do to prevent or delay health problems?
  - Should I make any changes to improve my health?
  - Are there tests or screenings I should have, based on my age or other risk factors?
  - Do I need to come back for another visit?

If you need help finding a doctor, you can use the Sydney℠ Health mobile app or log in to **anthem.com** and search for doctors in your plan's network with the *Find Care and Cost* tool.

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Visit **anthem.com/preventive-care** to learn what preventive care you should get and when before talking to your doctor.

Preventive care vs. diagnostic care

- **Preventive care** can be scheduled when you're feeling well to help keep your health on track. Annual physicals and preventive screenings can help detect health problems early. Plus, they're covered by your health plan.
- **Diagnostic care** is used to determine the cause of any symptoms you're experiencing. This type of care may include appointments with your doctor and tests used to diagnose an issue so it can be treated.

Understanding a diagnosis

If you go to the doctor for diagnostic care, make sure you understand your condition and your doctor's plan of care before leaving. Asking your doctor the following questions may help you better understand your diagnosis:[1]

- What's the name of the condition?
- What may have caused this condition?
- How long is this condition expected to last?
- How will this problem affect me long-term?
- How can this issue be treated or managed?
- Where can I learn more about this condition?

Don't leave until you feel confident

If your appointment is ending and you're still unsure about your condition or what you're supposed to do next, don't leave without knowing the answers to these questions:[2]

1. What is the main issue?
2. What do I need to do?
3. Why is it important that I do this?

It's important that you understand what's happening so you can feel confident in how to move forward.

1 National Institute on Aging website, *What Should I Ask My Doctor During a Checkup?* (accessed July 2022): nia.nih.gov.
2 Institute for Healthcare Improvement website, *Ask Me 3: Good Questions for Your Good Health* (accessed July 2022): ihi.org.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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