

Alameda Alliance for Health Your Health Care Checklist



Use this checklist before, during, and after each doctor visit

At Alameda Alliance for Health (Alliance), we are here to help you. As your partner in health, we created this health care checklist to help you better prepare for your doctor visit.

BEFORE YOUR DOCTOR VISIT:

- ☐ Make appointments ahead of time with your assigned doctor, when you can. Non-urgent visits can take **two (2) – three (3) weeks** to schedule.
 - If you are not sure who your assigned doctor is, please call the Member Services Department toll-free at **1.877.932 2738**. You can also ask to switch to another doctor if you prefer.
- ☐ Schedule a wellness checkup if you are new to the Alliance. See your doctor before a health concern becomes a problem. Wellness checkups are no cost to Alliance members.
- ☐ Find out your doctor's after-hours phone number. Getting advice from a doctor or nurse by phone may help you avoid an emergency room (ER) visit.

DO YOU NEED HELP DURING YOUR DOCTOR VISIT?

Tell your doctor's office ahead of time if you have a disability or need an interpreter or transportation services.

- ☐ To schedule a language interpreter, please call the Alliance Member Services Department toll-free at **1.877.932.2738** at least **five (5) days** before your doctor's visit.
 - People with hearing and speaking impairments (CRS/TTY) can call: **711/1.800.735.2929**
- ☐ **Alliance Medi-Cal Members:** Request a ride at least **three (3) business days** before the appointment by calling toll-free at **1.866.791.4158**. Please have your Alliance member ID card ready when you call.



ALONG WITH YOUR CHECKLIST, PLEASE BRING THESE WITH YOU:

- ☐ Alliance member ID card.
- ☐ Photo ID.
- ☐ All drugs, vitamins, herbs, and over-the-counter medication you are taking.
- ☐ A list of your health questions and concerns.
- ☐ Information about your medical history.
- ☐ Pen and paper to write down your doctor's advice.

Be sure to arrive early. You may have forms to fill out.

Can't get to your appointment? Please call your doctor's office to cancel.

Your Health Care Checklist

DURING YOUR DOCTOR VISIT:

- ☐ Talk to your doctor about your health needs.
 - Are you in pain?
 - Does your medicine make you feel bad?
 - Do you want to learn more about your illness?
- ☐ Ask for a referral to a specialist if you need one.
- ☐ Take notes and make sure you understand your doctor's advice. Tell your doctor if you need help to follow their advice. Create a plan you both can agree on.
- ☐ Schedule any follow-up visits before leaving the doctor's office.
- ☐ Share other concerns in your life with your doctor, such as access to food and shelter.
- ☐ Ask your doctor if you are due for any other screenings (tests) or vaccines (shots).

KEEP IN TOUCH!

- Call the Alliance Member Services Department at **1.510.747.4567** if you need help!
- If you have moved or changed your number, please tell your doctor's office and the Alliance.
- Waiting for a call from your doctor? Make sure your family knows.

YOUR DOCTOR'S INFORMATION

Your Doctor's Name: _____

Daytime Phone Number: _____

After-Hours Phone Number: _____

Address: _____

Notes: _____

Questions? Please call the Alliance Member Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4567** • Toll-Free: **1.877.932.2738**
People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**
www.alamedaalliance.org

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