

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, when you can. Non-urgent visits can take **two (2) – three (3) weeks** to schedule.
- Schedule a well exam if you are new to the Alliance. See the doctor before a health concern becomes a problem.
- Find out your doctor's weekend or night 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 help with interpreter or transportation services. This way the doctor's office staff can be prepared. To schedule an interpreter or transportation services, please call the Alliance Member Services Department toll-free at **1.877.932.2738**.
- Request free language interpreter services ahead of time. Please call at least **five (5) days** before your doctor's visit.
- Alliance Medi-Cal Members:** Request a bus voucher or paratransit to get to your doctor's office. Please call at least **seven (7) days** before you need a ride.

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 from past doctors.
- 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.

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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.
- Repeat your doctor's advice. Take notes and make sure you understand it. Tell your doctor if you need help to follow their advice. Create a plan you both can agree on.
- Please remember, if you are assigned to Alameda Health System (AHS), you will also receive lab services from AHS.

Keep in touch!

- Call the Alliance Member Services Department 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