

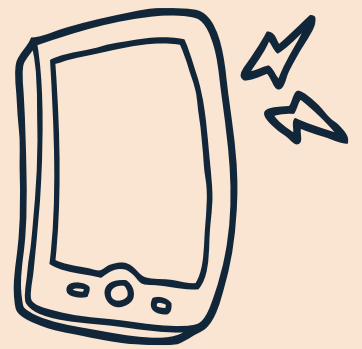
# How to...

# Schedule a doctor's appointment

What you need to know

## 1. CHECK YOUR OPTIONS

Go to your provider's website for online scheduling. If they don't have it, you will need to call.



## 2. GATHER YOUR INFO

Get your health insurance card, calendar or schedule, and other health information ready.

## 3. CALL THE OFFICE

- Call your doctor's office and ask to schedule an appointment.
- You may be prompted to choose a language (English or Spanish) for support.



## 4. STATE YOUR NEEDS

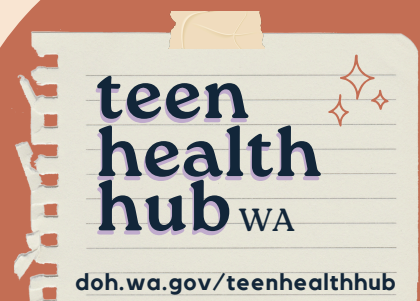
Tell the clinic staff that you want what your appointment is for and when you'd like to be seen.

- It's okay to be specific and ask for a day and time that works best for you.
- Tell them if you want an in-person or telehealth appointment and if you need an interpreter.
- You have the right to ask for your visit to be confidential.



## 5. ANSWER QUESTIONS

The clinic staff will probably ask if you are a new or old patient, and for your birthday, address, and insurance information to verify your identify. If you don't know the answer, it's okay to say so.



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Script and guide

Not sure what to say when you call to schedule a doctor's appointment? Use this script to help.

**Before you call, have your health insurance card and your schedule in front of you.**

**You:** Dial number to doctor's office. Choose the selection for or ask to speak with scheduling. You may be prompted to choose to speak to someone in English or Spanish.

**Doctor's office:** Hello - how may I help you?

**You:** Hello. I need to schedule an appointment with my provider (say their name). You can also state if you want to be seen in person or by telehealth.

**DO:** Ok. What is your name and date of birth.

**You:** State your name and date of birth. Answer any other questions they have so they can verify your identity.

**DO:** Ok. What is the reason for the visit?

**You:** State why you want to see your provider. It can be for any health care need you have. You can say you need to do your yearly check-up, you aren't feeling well, or you have questions about your health.

**DO:** Great. Let's find a time that works for you. When were you thinking?

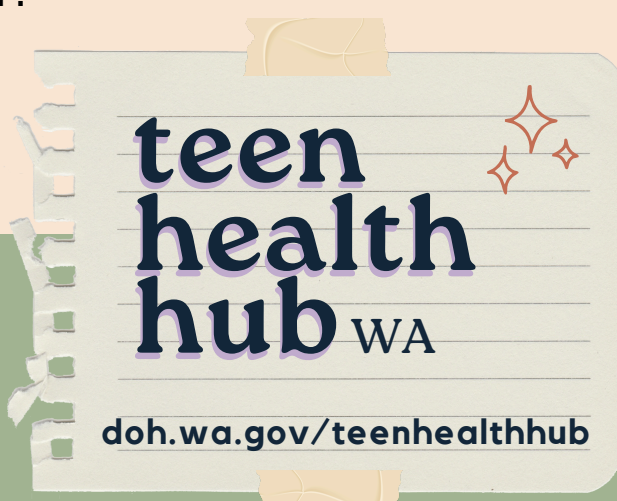
**You:** State the day and time you'd like to come in. It's okay to make it work for your schedule. If you want to be seen right away, be sure to tell them that.

**DO:** Ok. Let's get you in right away. I need to confirm your date of birth, address, and your health insurance information.

**You:** Answer any questions they have as best you can. It's okay to say you don't know or ask a trusted adult for help. You can also ask for extra support, like interpreters, support for a disability, and for your appointment to be confidential.

**DO:** Ok. You are all set. Be sure to arrive 15 minutes before your appointment. Bring your insurance card, ID, and any questions you have for your doctor.

**You:** Thank you!



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