



# ASK A DOCTOR

Helpful tips for choosing a doctor and making the most of your visit.

## Take control of your health.

- › Ask questions.
- › Find an advocate (family member or friend).
- › Learn more about your condition.
- › Call the Health Information Line.

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

# TAKE CONTROL OF YOUR HEALTH BY ASKING THESE KEY QUESTIONS.



## Choosing a doctor

- › What are your office hours?
- › When is the best time to call?
- › What is your policy for returning calls?
- › What do you need to know about my medical history or family history?
- › Will I see the doctor or another clinician (ex. nurse practitioner, physician assistant)?
- › Does your office send out reminders? Email or phone call?
- › Who can I speak with if the doctor is not available?
- › Explain to your doctor you would like to have someone present that speaks your language.



## How to prepare for your visit

- › Make the doctor aware of any cultural preferences about your treatment.
- › Be prepared to discuss medical history.
- › Bring current medication list or actual medications with you to your appointment.
- › Ask about recommended activities for personal health and wellness.
- › If you are able to provide records, x-rays, copies of tests - send before to your doctor's appointment or bring the records with you.



## Labs/tests

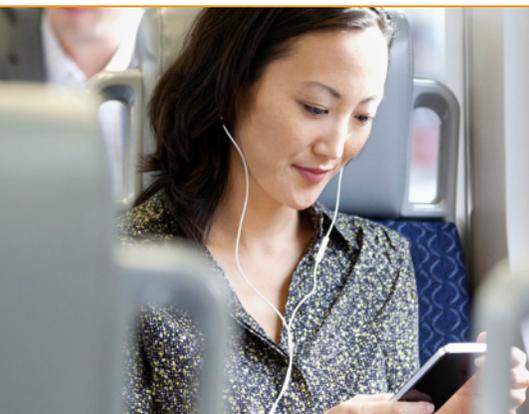
- › What is the reason for the test?
- › Am I allowed to eat before my appointment?
- › Are there specific foods or beverages that should be avoided prior to the test? If so, for how long?
- › Where will the test be done?
- › What will the follow-up be depending on the outcome of the test?
- › How often should I have these tests? When and how will I get the test results?



## Questions for your doctor

- › What will happen if I don't take the medication?
- › Is there any way I can combine or reduce the number of medications I am taking?
- › If I start to feel better, can I stop the medication, or take less than what you've prescribed?

You can check that health care providers (doctors, labs, hospitals, etc.,) are within your network by checking **myCigna.com**, or calling the number on the back of your insurance card.



You can also listen to hundreds of our latest podcasts in English and Spanish to stay informed about your health. Dial the toll-free number on your Cigna ID card for the Health Information Line.



## Health problems

- › Am I at risk for this disease, and what are my risk factors?
- › What are my options for treatment?
- › Is there more than one condition (disease) that could be causing my problem?
- › What are my risk factors for this condition?
- › Where can I find trusted resources about my condition?
- › What is the long-term outlook of this condition?
- › If my symptoms worsen, what should I do?



## Specialty care

- › Should I see a specialist?
- › Can you recommend a specialist? Are they board certified?
- › How soon should I be seen by this specialist?
- › What should I do if my condition changes before seeing the specialist?



## Procedures

- › Do I have choices other than this procedure?
- › Where will the procedure take place?
- › How is the procedure done?
- › How safe is the screening or procedure?
- › Is there any preparation for the procedure?
- › Will the physician's office make the arrangements for the procedure, or do I?
- › What are the alternatives if the procedure is not covered by my insurance?
- › How long is the recovery period?
- › Will there be other procedures after this one?
- › What complications can arise after the procedure? What are some symptoms to look for?



## Support

- › Is there a support group available?
- › Are there additional resources available?
- › Where can I find information on coping with my condition?
- › Where can I find financial support?



## What is preventive care (PC)?

Seeing your primary care provider for regular exams is an important part of staying healthy. Your visit is a chance to document your health history and build a relationship with your provider. You might call it an annual physical, yearly check-up or primary care visit. It may include immunizations like a flu shot to help prevent illness and screenings like blood work to catch any problems early.

# Call the Health Information Line 24/7.



“I hurt my leg this weekend, and I’m not sure if I should go to the ER.”



“I think my wife may have arthritis. Can you tell me more about it?”



“My son has a fever, and we’re visiting relatives. Is there a doctor we can see in Cleveland?”

**Sometimes your questions just can’t wait. That’s why you can call us 24 hours a day, seven days a week, 365 days of the year. Dial the toll-free number on your Cigna ID card to speak with a clinician who is ready to help answer your health questions.**



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