



## ILLINOIS HEALTH CONNECT CLIENT NEWSLETTER

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### MAKING AN APPOINTMENT WITH YOUR PCP


Most of us, at one time or another, have called our Primary Care Provider's (PCP) office for an appointment, only to find out that we couldn't be seen right away. This is very common – it's okay! Here are some general guidelines for getting in to see your PCP.

- For an emergency, you will be seen that day or be sent to the Emergency Room (ER) for care.
- For a sick visit, you may be asked to wait two or three days before seeing your PCP.
- For a regular check-up, you may have to wait two to three weeks for an appointment.
- Some offices allow "walk-in" visits. This means that you can go without an appointment and still be seen. Walk-ins usually have to wait in the waiting area longer than those that have appointments to see the PCP. If you want to know if your PCP allows walk-ins, ask the staff.

When you call to make an appointment, tell the PCP why you need to see him or her. Your PCP will decide if your need for care is urgent. If you are having an emergency, you should call 9-1-1 or go to the ER right away.

Your PCP does not know how long it will take to see each person that comes to his/her office. Please be patient if you are asked to wait in the waiting area.

If you are going to be late for an appointment or can not make it, be sure to call the PCP's office so that you can get an appointment at a new date or time.

If you need help finding a PCP or scheduling an appointment, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). We can help you make an appointment to see your PCP! The call is free. 



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## HOW “ASK ME 3” CAN HELP YOU GET THE MOST OUT OF YOUR DOCTOR’S VISIT.

Have any of these happened to you as you walked out of your doctor’s office door?

- You weren’t sure what you’re supposed to do?
- You couldn’t remember the name of the medicines you need to take?
- You didn’t understand everything that was said?
- You realize you forgot something you wanted to ask?

There are lots of reasons why you might have answered “yes” to these questions. Maybe a doctor’s visit makes you nervous. Or, maybe you were in pain. Perhaps the doctor talks too fast – or uses words you don’t know. If so, you are not alone. Many people feel this way.

The good news is that there are simple things you can do that will help. Make sure you get answers to these **3 questions every time you see your doctor:**

- 1. What is my main problem?**
- 2. What do I need to do?**
- 3. Why is it important for me to do this?**



*“ASK ME 3” can help you get the most out of your doctor visit.*



**If you don’t know the answers, then ask! Still don’t know? Ask again.** You can say “This is so new to me” or “I really want to understand this, but I don’t.”

In addition to asking the 3 questions, it may help to:

- Bring a friend or family member with you to the doctor’s visit
- Take a list of the questions you want to ask your doctor.
- Take a list of EVERYTHING you take (prescriptions and vitamins, herbs, etc.).

“ASK ME 3” helps you get the most out of your doctor’s visit.



**DON'T FORGET, BACK TO SCHOOL MEANS IT IS TIME FOR A HEALTHY KIDS CHECKUP!**

With the new school year right around the corner, now is a perfect time to get your child a Healthy Kids Checkup. Your Illinois Health Connect PCP can help your child get ready for school by giving him/her a complete physical exam. Physical exams are often required before your child can go to school. So, make an appointment with your PCP to give your child a healthy start to the school year.

Need help making an appointment for a Healthy Kids Checkup? Call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY 1-866-565-8577). We can help. The call is free.



**EYE EXAMS ARE NOW REQUIRED FOR ALL KIDS GOING TO KINDERGARTEN THIS YEAR**

Parents should know that kids enrolling in kindergarten this year, and kids enrolling in a public, private or parochial school for the first time, must have their vision checked by an eye doctor before they can go to school. Now is the perfect time to make an appointment and avoid the rush.

Need help scheduling a vision exam for your child? Call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY 1-866-565-8577). We can help. The call is free.

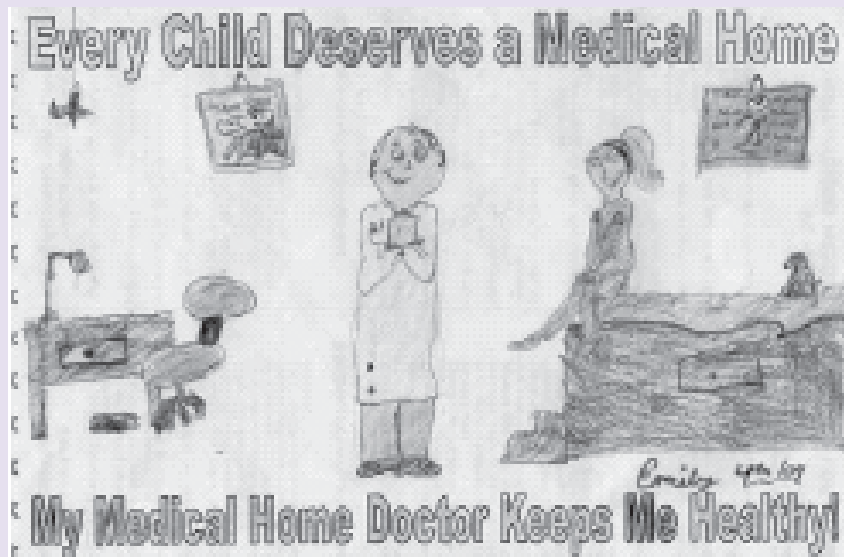




## EVERY CHILD DESERVES A MEDICAL HOME COLORING CONTEST WINNER!

Every child deserves a medical home. A medical home is the place you go to see your doctor for health care. With a medical home, your doctor gets to know you and your health care needs. That way, you get the health care

you need to stay healthy. In this picture, Emily Wagner shows the special relationship between her and her medical home. Good job, Emily, on winning the Medical Home Coloring Contest!



State of Illinois  
Rod R. Blagojevich, Governor

Department of Healthcare and Family Services  
Barry S. Maram, Director



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