



## ***Finding the right care***

Working with a healthcare provider who you feel comfortable with can make a positive difference in your health.



When you're ready to choose your main healthcare provider, it's a good idea to take time to make sure the provider is a good fit for you. That way, when you do get sick, you won't feel like you're talking to a stranger.

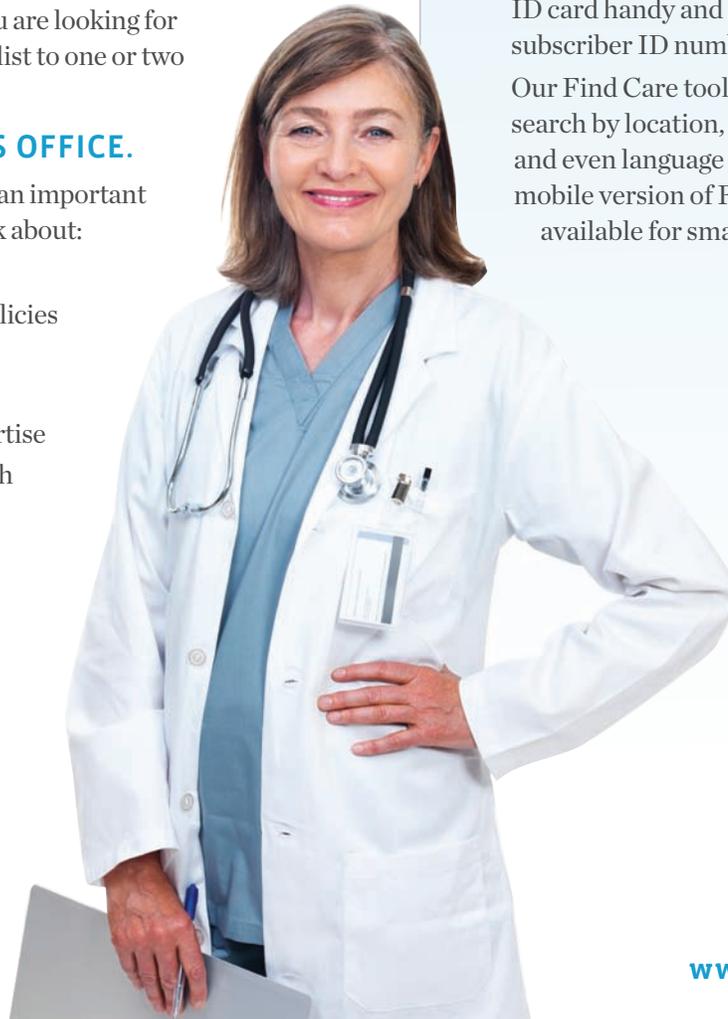
### **1. START BY ASKING FRIENDS AND FAMILY FOR RECOMMENDATIONS.**

Make a list of recommended providers. Ask your friends and family what they like and don't like about their provider, and decide whether you are looking for the same qualities. Narrow your list to one or two providers to call.

### **2. CALL THE PROVIDER'S OFFICE.**

How the office staff treats you is an important factor in choosing a provider. Ask about:

- Regular office hours
- After-hours and payment policies
- Availability of routine and urgent appointments
- The provider's areas of expertise
- What hospital they work with
- Whether the provider takes your insurance



### **FINDING CARE**

To search for a physician, dentist, pharmacy or clinic please visit [www.odskompanies.com](http://www.odskompanies.com) and click on **Find Care**.

To ensure that only preferred providers are shown in the search results, have your ODS member ID card handy and enter your subscriber ID number.

Our Find Care tool allows you to search by location, specialty, gender and even language spoken. A mobile version of Find Care is also available for smartphone users.



### 3. MAKE AN APPOINTMENT TO MEET THE PROVIDER.

You can make an appointment with a provider to see if they might be a good fit for you. During this visit, pay attention to how the office staff and provider take care of you. Write down answers to these questions:

- How long did you have to wait before the staff and provider saw you?
- Did the provider sit when she or he talked with you? Standing during an entire visit may mean that the provider is too busy to listen.
- Did the provider take a complete history of your issues and ask questions?
- Did the provider speak clearly using terms you understood?
- Did the provider answer your questions?
- Do you think you would feel comfortable talking about difficult medical issues with this provider?
- Were you comfortable with the office location, parking and facility cleanliness?

### 4. REVIEW YOUR NOTES.

If you don't feel quite right about this provider after your visit, you may want to try another provider. Feeling comfortable with your provider will help you discuss all the topics that are vital to good health.

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### QUESTIONS FOR THE PROVIDER

When you make an appointment to meet a potential provider, it helps to be prepared. Below are a few questions you might want to ask.

- › How long have you been practicing?
- › Do you specialize in any conditions?
- › How will you decide what treatment is right for me if I'm sick?
- › What if I disagree with your treatment recommendation?
- › How much time do you spend with most of your patients?