

Module 2

Finding a New Doctor



In this module, you can find information about:

1. Choosing a new doctor
2. How to find a new doctor
3. Finding a doctor who is person-centered
4. What you need from a new doctor
5. What did I learn?

1. Choosing a New Doctor

One day, you might need to find a new doctor because:

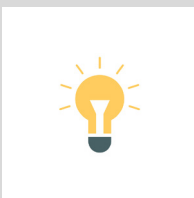
- You have moved far away.
- Your doctor has moved away.
- You have to wait too long for an appointment.
- Your doctor has stopped working.
- You feel uncomfortable with your doctor.
- Your doctor does not give you enough time to communicate your needs.



2. How to Find a New Doctor

There are different ways you can find a new doctor:

- Friends can tell you about good doctors they know.
- You can ask your former or current doctor for a recommendation.
- Call your states Medicaid insurance provider or visit their website. You may also need to get a hold of your private insurance, and other forms of supplemental insurance.



In Oregon, contact the Oregon Health Plan (OHP)
at 1-800-273-0557

or visit them online at www.oregon.gov

or call your CCO (Coordinated Care Organization).

3. Finding a Doctor Who is Person-Centered

When you are trying to find the right doctor you may want to find one that uses a person-centered approach. This means they see you as a person, not just a patient. Your personal preferences are considered when it comes to your care. This is a very important approach as you advocate for the best health care for you. You want to make sure the doctor listens to your wants, needs, and concerns.

Some ways to see if a doctor is person-centered is:

- They provide you with a safe and comfortable space.
- They talk to you, not your support person.
- They will find out what works best for you in all aspects of your life.
- They communicate in a way that you can easily understand and they listen to you.
- They will answer your questions.
- They will come up with a personalized plan that is best for you.
- They can direct you to the correct resources.
- They consider your finances when they are looking at test, procedures, and medications.
- They see you as a person, not just your disability.



By choosing a doctor who is person-centered you know you will be heard. You can develop a relationship with a doctor that you trust. You can make the best decisions for your health care.

4. What You Need from a New Doctor

Sue is looking for a new doctor.
She thinks about what she needs.



- 1 A doctor who accepts Medicaid or other types of insurance?**
If the doctor accepts Medicaid, that means your Medicaid insurance plan will pay the doctor.
Sometimes, if you have other insurance instead of Medicaid your insurance will only pay for part of the doctor's bill, and/or you may have to pay a fee called a copay.
- 2 A doctor's gender?**
It's important to feel comfortable with your doctor.
This might mean choosing to see a doctor who is the gender that makes you most comfortable.
- 3 A doctor near buses and trains?**
Some people travel using public transportation. Taxis can cost too much or may not even be available. You can also find a doctor who works near a bus stop so you can take the bus. If you live in a rural area, you may need to make other travel plans.

4 **Electronic Health Records (EHR)**

If having your visit summary available online is important to you, ask your doctor if they provide this service. EHR allows you to receive test results, request medications to be renewed, communicate with your doctor, view your recent visit, schedule and cancel appointments, and more.

5 **Telehealth and Telemedicine Available?**

If it is difficult for you to get to your doctor's office because of accessibility and/or if you live in a rural area, telehealth or telemedicine may be a good option. This is a modern way to communicate with your medical professional for a variety of reasons such as counseling, chronic disease monitoring, health education, and home health monitoring.

6 **A doctor who will accommodate your needs?**

A way to advocate for yourself is to ask the doctor if they can accommodate your needs. It is important to find a doctor that meets all the needs you require.

Requesting Accommodations

Some accommodations you may need to consider:

- Wheelchair accessible
- Anxious/nervous around doctors
- Accessible exam tables
- Private place to wait
- Need extra time for....
- Language services

Other: _____

5. What Did I Learn?

I can take charge of my health care when I:

- Choose a doctor who best meets my health care needs.
- Understand what I need from a doctor.
- Look for a doctor who uses a person-centered approach.
- Contact my Medicaid insurance provider if I need help.
- Ask a friend or my former/current doctor for a referral for a new doctor.

Notes:

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