

Chapter 2

Finding a New Doctor



In this chapter, 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 doctor
5. What did I learn?

1. Choosing a New Doctor

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

- You have moved away.
- Your healthcare professional has moved away
- You have to wait too long for an appointment
- Your healthcare professional has stopped working
- You feel uncomfortable with your healthcare professional
- Your healthcare professional 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 healthcare professional:

- Friends can tell you about good healthcare professionals they know
- You can ask your former or current healthcare professional for a recommendation.
- Call or visit the website of your state Medicaid office. You may also contact other insurance providers you have.



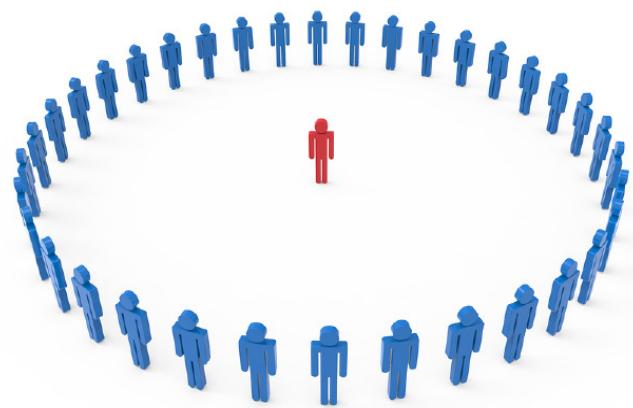
In Oregon, contact the Oregon Health Plan (OHP) at 1-800-273-0557 or visit them online at www.oregon.gov or call your CCO (Coordinated Care Organization).

3. Finding a Doctor Who is Person-Centered

When you look for a new healthcare professional, you may want one who uses a person-centered approach. This means they see you as a whole person, not just a patient. They respect you and involve you in your own care. As a self-advocate, you want to make sure the healthcare professional listens to your needs and what's important to you.

Some ways to see if a healthcare professional is person-centered is if they:

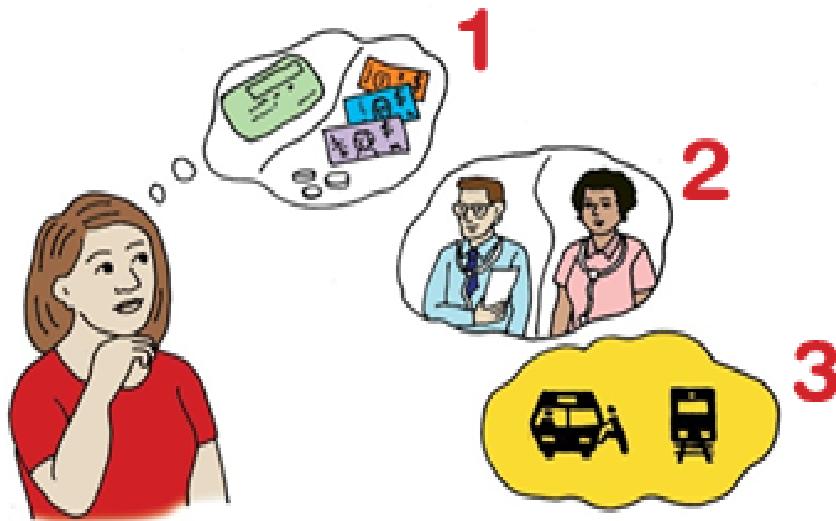
- Make you feel safe and comfortable
- Talk to you, not your support person
- Find out what works best for you
- Communicate in a way you can easily understand
- Listen to you
- Answer your questions.
- Make a care plan that is best for you
- Help you to use resources
- Consider tests, procedures, and medications that may be more affordable for you
- See you as a whole person, not just your disability



A person-centered healthcare professional will hear what you have to say. You will feel you can trust them. They will support you to make the best decisions for your healthcare.

4. What You Need from a New Doctor

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



1 A healthcare professional who accepts Medicaid or other types of insurance?

If the healthcare professional accepts Medicaid, that means your Medicaid insurance will pay the doctor.

Sometimes, if you have other insurance instead of Medicaid your insurance will only pay for part of the healthcare professional's bill. You may have to pay part of the bill, called a copay.

2 A healthcare professional's gender?

It's important to feel comfortable with your healthcare professional. This might mean choosing a healthcare professional who is the gender that makes you most comfortable.

3 A healthcare professional near buses and trains?

Some people travel using public transportation. If you take the bus or train, you can find a professional who works near a bus or train stop.

4 Electronic Health Records (EHR)

Your healthcare information will be kept online. Your health care professional will tell you how to find it. This is called an Electronic Health Record or EHR. In your EHR, you can see your test results, get medications renewed, communicate with your healthcare professional, schedule or cancel appointments and more.

5 Telehealth Available?

If your healthcare professional is not accessible or if you live in a rural area, telehealth may be a good option. This is a way to have an appointment with your healthcare professional over the internet or phone instead of going to the office in person.

6 A healthcare professional who will accommodate your needs?

Self-advocates can ask if they need accommodations to visit their healthcare professional. It is important to find a healthcare professional that will meet all your accommodation needs.

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 healthcare professional who best meets my health care needs
- Understand what I need from a healthcare professional
- Look for a healthcare professional who uses a person-centered approach
- Contact my Medicaid insurance office if I need help
- Ask a friend or my former or current healthcare professional to recommend a new healthcare professional

Notes:

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Oregon Self Advocacy Coalition

