

Building a Relationship With Your Provider



 **Kelsey-Seybold Clinic®**
Changing the way health cares.™



"Ask questions when you don't understand something. Don't be afraid to tell your doctor if you need more details or if something isn't clear."

Cherice Conley-Harvey, M.D.

Medical Director of Care Coordination



To ensure you get the most out of your provider visits, Kelsey-Seybold shares these helpful tips:

1. Communicate with your provider.

- Patients with strong physician relationships tend to be more satisfied with their care and have better results.
- It's not unusual to feel intimidated when you see a provider for the first time. Remember that he or she wants you to have the best care possible and is here to help.
- If something particular is on your mind, speak up about it as soon as you can.
- If you are uncomfortable about the subject matter, remember — your provider is comfortable discussing just about everything.



2. Ask questions.

- Ask questions if you don't understand, or if your provider uses unfamiliar medical terms. Ask for clarification.
- Tell your provider when you need to talk about a particular issue.
- If you think of another question after the visit is over, ask the nurse to help.
- Ask for informational handouts to help explain something. Don't leave the office without understanding everything your provider has told you.
- Take notes or bring an audio recorder.

3. Make a list of questions before your visit.

- If you have several issues you would like addressed, make a list and bring it with you.
- Try to limit your list to 2-3 items per visit, so that the provider may adequately address them with you. If you have many different concerns, you can always make a follow-up appointment.

4. Take a friend or relative with you.

- Take someone along to help you ask questions. This is especially helpful for older patients who may have multiple concerns and medications they need to understand and track.
- Take a “health history” list with you, especially if you are seeing the provider for the first time. Be sure to keep it up to date. Include significant health issues and concerns, chronic diseases you’re taking medications for, and any minor or major surgeries.
- Mention if you are stressed or if your life is changing, even if it’s embarrassing or makes you feel uncomfortable. Studies show that 75 to 80 percent of what most primary care physicians deal with is stress, depression and psychological issues that, in turn, may be making you feel physically ill.
- If you are visiting a provider for the first time, take pertinent test results or medical records with you, especially for recent illness, surgery, hospitalization or ER visits.

“Don’t be afraid to ask your provider to repeat something.”

5. Inform your physician about any medications you are taking.

- Let your provider know what medications you are taking, both prescription and nonprescription, as well as any vitamins or nutritional supplements. Bring the bottles or containers with you to the appointment.
- If you can’t bring the bottles themselves, bring a list of medications, including the dosage.
- Let your provider know about any side effects you’re having from your medicine, especially if it makes you feel sick or if you think you may be allergic.

6. Arrive early for your visit.

- When visiting Kelsey-Seybold for the first time, please arrive 15 minutes early to allow for processing of your insurance and personal information into our electronic health record system.
- Bring your medical and drug insurance cards.

7. Take information home.

- Your provider is a good source of accurate medical information you can trust. Hang on to any written instructions from your provider. You may be given printed documentation of your diagnosis and medications, as well as tests and referrals.
- Taking pamphlets or brochures home with you can help you remember specifics and instructions.

8. Keep track of your test results and follow-up with your medical team.

- Ask how you will receive your test results. Your Kelsey-Seybold physician will use one of the methods listed below:
 - 1. Receive test results online via MyKelseyOnline.**

MyKelseyOnline (MKO) and your MyKelsey App keep you connected 24/7 with Kelsey-Seybold. You can schedule appointments, email your doctor's office, get most test results, and more! You can also schedule Virtual Care — Video Visits, on-demand VideoVisitNOW, and E-Visits.

See back cover for details on how to download the MyKelsey App.
 - 2. Receive a call from your doctor's nurse.**

If there's something to discuss, such as a change in medications or abnormal findings, many doctors will have the nurse call you.
- Don't hesitate to call if you have questions, or if there's something you don't understand. If you have signed up for MyKelseyOnline, the free online service for patients, you can email your doctor's office and receive answers with privacy and security. You can also directly schedule an office visit or preventive exam with a Kelsey-Seybold primary care physician, or request an appointment with a specialist.
- Contact your doctor's office if your symptoms don't improve or if you have problems with your medicine.
- If you had tests and haven't received the results, let the provider who ordered the tests know.
- If you have any difficulty in scheduling tests or referral appointments, your primary care physician can help.



9. Inform your provider if you are admitted to the hospital.

- Inform your provider as soon as possible if you are admitted to a hospital. Schedule a follow-up appointment with your provider upon discharge.
- The hospital should provide a diagnosis and possibly medications. Take anything you have from your hospital or emergency room visit to your primary care appointment.
- **Ask the doctors who care for you in the hospital or emergency room for their business cards.** You might see multiple physicians and it can be hard to keep track. But if you have a business card, your regular physician can follow up to get a briefing from the hospital physician.

It is important to have a relationship with a primary care provider – they are your first line of defense to prevent chronic diseases and help maintain good health.

At Kelsey-Seybold Clinic, you have access to highly personalized care delivered by an exclusive network of 850+ physicians and providers in 65+ medical specialties at 40+ locations across Greater Houston. Your entire care team is connected to each other through your electronic health record. Best of all, primary and specialty care, labs, imaging, and more are all in one place, giving you an easier, more convenient healthcare experience.

*Don't hesitate to contact your medical team!
Did you know you can email your doctor's
office and get most lab results online with
MyKelseyOnline?*

24/7 Appointment Scheduling
713-442-0000
kelsey-seybold.com



Stay connected with the MyKelsey App.

Access your MyKelseyOnline account faster and easier!

Download the free MyKelsey App

1. Search for MyKelsey in the App Store (Apple) or the Google Play store (Android).
2. Log in to the app using your MyKelseyOnline user ID and password.
3. Use the app to make appointments, communicate with your Kelsey-Seybold provider, and more – anytime, no matter where you are.



MyKelseyOnline Help Line

If you have difficulty logging into your account, call the MyKelseyOnline Help Line at 713-442-6565, seven days a week, 7am – 9pm.



 **Kelsey-Seybold Clinic[®]**
Changing the way health cares.SM