

## Choosing a Healthcare Provider

### What are my options?

To find out what clinics and providers are approved by your insurance company, you can call Member Services, or look it up on your insurance website.

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### Where can I find more information about each option?

List websites and places to call.

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### Factors to Consider When Choosing a Healthcare Provider

#### The Healthcare Provider

#### The Clinic

<p>1. What is the provider's:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Certification: _____</li> <li><input type="checkbox"/> Experience: _____</li> </ul> <p>2. Am I comfortable talking to this provider?</p> <p>3. Does the provider listen to me and respect my decisions?</p> <p>4. Are my questions answered well?</p> <p>5. How are treatment decisions made?</p> <p>6. Do I feel the provider is competent in performing procedures and recommending treatment?</p> <p>7. What is the provider's knowledge and experience with complementary therapies?</p>	<p>1. What is the expertise of the clinic staff?</p> <p>2. What other healthcare providers are employed by the clinic?</p> <p>3. If my primary care doctor is not available, who would I see?</p> <p>4. How long does it take to get an appointment for urgent care and for a physical?</p> <p>5. If I have questions and call the clinic, who answers the questions?</p> <p>6. What are the clinic hours?</p>
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### **The Hospital**

1. At what hospital(s) does this provider have privileges?

2. How does this hospital rate on the following criteria?

- Patient satisfaction
  
- Specialties
  
- Amount of experience with specific procedures (indicate which one)
  
- Safety reports
  
- Quality indicators
  
- Cost
  
- Nurse-to-patient ratio
  
- History of infection outbreak
  
- Integrative therapies offered

**My provider choice is:**