

# Have a successful doctor visit!



## ✓ Before your visit:

- Make sure your doctor is in the Molina network.** Visit [molinaproviderdirectory.com/wi](http://molinaproviderdirectory.com/wi) or call us at **1 (888) 999-2404**, TTY: 711 (Monday – Friday, 8 a.m. to 5 p.m.).
- Find transportation.** Decide how you will get to and from your doctor visit. If you need free transportation, call **(866) 907-1493**. If someone is taking you to your appointments, they can get gas mileage reimbursement by calling before the appointment.
- Make a list** or bring the bottles of all medicines and vitamins you take.

Medicine 1: \_\_\_\_\_ Dose: \_\_\_\_\_ Renewal? **Yes / No**

Medicine 2: \_\_\_\_\_ Dose: \_\_\_\_\_ Renewal? **Yes / No**

Medicine 3: \_\_\_\_\_ Dose: \_\_\_\_\_ Renewal? **Yes / No**

Medicine 4: \_\_\_\_\_ Dose: \_\_\_\_\_ Renewal? **Yes / No**

Medicine 5: \_\_\_\_\_ Dose: \_\_\_\_\_ Renewal? **Yes / No**

- Write down any questions** you have about your health, medicines, or treatment plan.

---

---

---

- Record your current health status** and needs. (For example, if you monitor your blood pressure or glucose levels, record your results in the morning and evening for the four days before your visit.)

---

---

---

- Gather any important information** like medical tests or family history your doctor might want to see. **TIP:** Keep a health notebook. Bring it to every appointment.

- Call for special accommodations.** If you need an interpreter or special accommodations like close parking or an elevator, call your doctor's office before you go. They can help you.

- Invite a friend or family member.** It can help to have an extra set of ears to hear what the doctor says.

## ✓ For virtual visits:

- Look at the instructions before it's time for your visit.
- Make sure your device has a full charge.
- Make sure the video and audio functions are turned on and working.
- Find a quiet place to talk with good lighting.

## ✓ When it's time to go:

- Bring your ForwardHealth and Molina ID card.
- Bring this checklist and information you gathered above.
- Bring a pen and paper to take notes.
- Arrive early. Try to get to the doctor 10-15 minutes before your appointment time.

## ✓ At your visit:

- Don't be shy.** Tell your doctor what is happening to you and your body.
- Be honest.** Tell the truth about drinking habits, sexual activity, exercise habits or drug use. The doctor is not there to judge you.
- Take notes.** Write down what the doctor says.
- Get what you need.** Ask for more time if you feel rushed.
- Ask questions if you do not understand.** Ask the doctor for information in a way you understand. Ask for written materials to read later if that will help you.

## ✓ After your visit:

- Set a reminder.** If you have a follow-up visit with your doctor, put it on your calendar.
- Pick up any medicines** that the doctor ordered.
- Call your doctor with questions.** If you can't remember what the doctor said or you have any questions, call your doctor's office. They can tell you what to do!

## Need help finding a doctor or making an appointment?

We can help! Visit [molinaproviderdirectory.com/wi](http://molinaproviderdirectory.com/wi) or call us at 1 (888) 999-2404, TTY: 711 (Monday – Friday, 8 a.m. to 5 p.m.).

### IMPORTANT REMINDERS



Call if you have to **miss your doctor appointment** or **are running late.**



Use **Urgent Care** for problems that need **fast** attention.



Call Molina if you are **not satisfied** with how your doctor visit went.