



Tips for Your Doctor Visit

Be ready. Use this information to help get the most from your time with the doctor.

Write it down

- Make a list of questions and your goals for the appointment.
- If you are seeing the doctor for a specific condition, make a list of your symptoms so you don't leave anything out.
- Keep a diary in the days leading up to your appointment to give the doctor a better idea of how you are feeling day to day.
- During the appointment, take notes about what the doctor tells you.
- Bring a list of any medications you take. Be sure to include over-the-counter items such as vitamins, supplements or herbal remedies.

Ask questions

- If you don't understand something, ask for an explanation.
- If your doctor suggests a treatment, ask about possible side effects. And don't hesitate to ask about other options that might bring the same result, but are less expensive for you.
- For prescriptions, ask if a generic option is available.

Save money: stay in the network

Pay less out of pocket when you go to a doctor in your network. Use Provider Finder® to find a doctor who meets your needs. Log in to Blue Access for MembersSM at bcbsil.com and click the "Doctors & Hospitals" tab. You can even get treatment cost estimates for many services.



Be truthful

- Don't be afraid or embarrassed to tell your doctor everything, even if it seems too personal or not important.
- It's vital that your doctor know your medical history – having plenty of information will help your doctor help you.

Technology at the office

- Don't be surprised if your doctor is using a tablet, such as an iPad®, instead of a clipboard. Many health care professionals are using newer technology to update patient records, review test results and illustrate procedures for a patient.
- You may be asked to check in at a patient kiosk in the doctor's waiting room, similar to the technology used at airports.



Don't forget your ID card

You can access or print a temporary card by logging in to your Blue Access for Members account and clicking "Get a Temporary ID Card."

We're here to help

Regular checkups are an important part of maintaining your good health.

Blue Cross and Blue Shield of Illinois Customer Advocates are at your service for:

- questions about your benefits
- how to find a doctor in the network
- how to register for Blue Access for Members
- information about wellness programs

Just call the toll-free number on the back of your ID card.

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