

Strategies for Supporting Clients with Accessing Medical Care: A Person-Centered Approach

Before

- ✓ Know what kind of appointment you are attending—primary or specialty care
- ✓ Make sure you have a copy of any needed referrals
- ✓ Bring insurance card and photo ID, if available
- ✓ Discuss the purpose of the visit with your client
- ✓ Consult with the referral source if you don't know the reason for the appointment
- ✓ If your client refuses the appointment, be sure to alert the provider of cancellation as soon as possible

During

- ✓ Advocate and empower
- ✓ Help your client ask clarifying questions when necessary
- ✓ Be alert to oversights related to class, poverty, cultural competence, etc.
- ✓ Utilize harm reduction strategies to help your client set realistic medical goals if needed
- ✓ Ensure the provider has a reliable contact phone number to communicate any changes
- ✓ Confirm any prescriptions are being sent to the correct pharmacy
- ✓ Make a plan for your client to obtain their prescriptions and troubleshoot any potential barriers

After

- ✓ Review all discharge paperwork
- ✓ Schedule any lab work or tests needed prior to the follow-up appointment
- ✓ Ensure all follow-up appointments are listed in appropriate places (EHR/EMR, chart, team calendar, etc.)
- ✓ Relay new information to all relevant parties (team members, referring provider, family, etc.)
- ✓ Have a plan to notify or remind your client of their next appointment or any changes to date/time
- ✓ Confirm client's transportation plan for any subsequent appointments

Medications

- ✓ If you help manage the client's medications, collect empty bottles/blister packs to help you track adherence
- ✓ Collect unused medications to prevent stockpiling
- ✓ If client is not taking medications, discuss the reasons why— individuals do not always know the purpose of their prescriptions or understand the possible negative consequences of not taking them
- ✓ If the is client experiencing unpleasant side effects, relay this information back to prescriber