

Healthcare Transition: Moving from Pediatric to Adult Health Care for Youth Adults with Autism Spectrum Disorder
Student Workbook

Table of Contents

| | |
|--|----|
| Welcome | 3 |
| Introduction to Healthcare Transition | 4 |
| Medical Home | 5 |
| My Health Care Team | 7 |
| Health Care Checklist | 8 |
| Transition Timeline | 11 |
| Emergency Medical Information Card | 14 |
| Case Study “John Doe” | 15 |
| When Should You Go to the Doctor? | 16 |
| Making an Appointment | 18 |
| How to Make an Appointment | 19 |
| How to Arrange Transportation for Your Appointments | 21 |
| Prescription Information | 22 |
| Activity: Reading a Prescription Label | 23 |
| How to Get Prescription Medications | 26 |
| How to Get Prescription Medication Refills | 26 |
| Healthcare Insurance | 27 |
| Comparison Chart of Different Health Insurance Plans | 28 |
| How to Read a Health Insurance Card | 29 |
| Getting Ready for Your Medical Appointments | 32 |
| Getting Ready for a Dental Appointment | 35 |
| Sample Care Plan | 37 |
| Living a Healthy Lifestyle | 40 |
| Daily Log | 41 |
| Sample Daily Log | 42 |
| Appendix A: Medical Home with Visual Support | 43 |
| Appendix B: How to Arrange Transportation for Your Appointments with Visual Supports | 56 |
| Appendix C: Prescription Information with Visuals | 59 |
| Appendix D: Visuals for Daily Log | 64 |

Welcome

Welcome to the Transition to Adult Healthcare Workbook for students!

This workbook will aid you in learning about health care transition information as you transition from pediatric to an adult model of healthcare. Transitioning from pediatric to adult health care is a process that should involve planning and support from a team. This team consists of a variety of stakeholders, institutions, and individuals, such as the community, parents, teachers, health care providers, other health care assistants, social service workers, and you. The workbook is designed to increase your transition skills: Self-advocacy, planning and scheduling, self-monitoring, and health knowledge.


We look forward to going on this exciting journey with you.

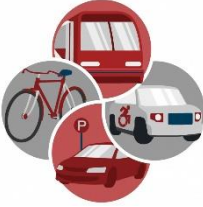
Introduction to Healthcare Transition


Health care transition is the process of changing over from pediatric over to adult care.



Once you turn 18, you will legally be an adult, and may not be able to see your pediatric doctor anymore. That's why it's important to start looking for a doctor who will see adults. There are several things to consider when choosing a doctor or clinic, like

“Where is it located?” 

How I will get there? 

Do they take my insurance?” 

and so on. We will get to those questions later. For now, just know that it is important to start planning for the transition.

It is better to prepare for transition early on so you can get a head start on knowing how to select an adult doctor. You will also learn skills such as making an appointment and picking up prescription medicine. Have you made a doctor's appointment by yourself? Or remembered the date you were supposed to go? Or do your parents take care of that, and come with you to your appointment?

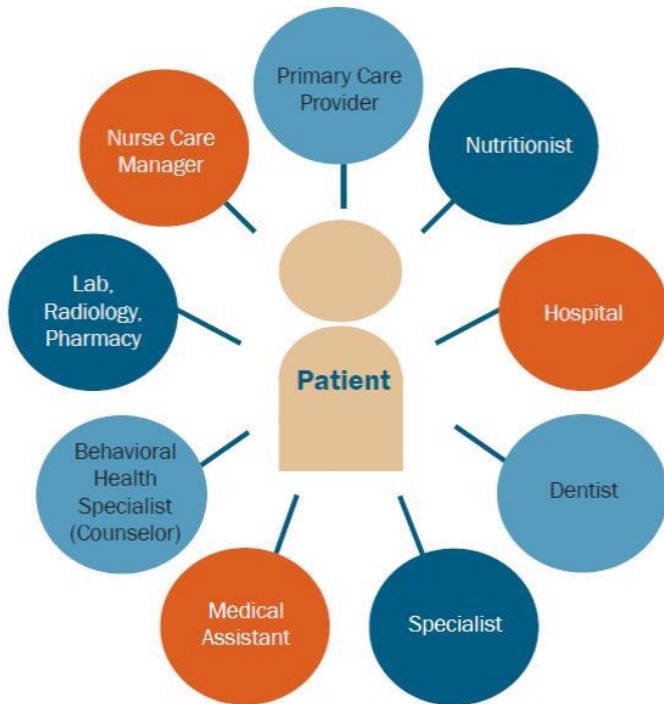
That's fine for now, but knowing how to take care of yourself and your healthcare needs once you are away from your parents will help a lot if you want to be more independent. Currently, many providers do not have sufficient knowledge and time to work with special needs populations, and many parents with special needs children don't know how to transition their youth from pediatric to adult health services. That's why it is up to us to step in and advocate for ourselves so that we can receive the best care.

Medical Home

You may have heard about a Medical Home as a way that some health care teams work together. The title Medical Home can be a little confusing because we usually think of a home as a place. A Medical Home is **not** a place.

It is an approach to how care is delivered that combines **where** primary care is provided, **who** provides that care and **how** they all work together.

A Medical Home includes you and your family to make sure that quality care is accessible, family-centered, continuous, comprehensive, coordinated, compassionate and culturally appropriate.



Picture from Community Health Center of Snohomish County,
<https://www.chcsno.org/wp-content/uploads/2016/05/Patient-Centered-Care.jpg>

To understand what a Medical Home means it might be helpful to think about a baseball game. Having a Medical Home is like hitting a home run. When you go to a baseball game you have to go to a stadium or some other place where the game is played.

The playing field is set up in the shape of a diamond. The diamond has a home plate where the batter stands, three bases, a pitcher's mound, and the field surrounding the diamond.

Your Medical Home is your home base. This is where you receive guidance and support from your coach.

Your **primary health care provider is the coach** for your team. It is important that all players on your team communicate with the coach, so the team is working together to win. **When you win, the team wins!**

To play the game you have players on the team. Each player has their own special position. They play in those positions when the other team is batting. But they also each take a turn at hitting the ball when their own team is up to bat.

When everything comes together at game time, the team may score by hitting the ball and taking bases one at a time, or several at a time. Sometimes a player hits a home run. When that happens we see more than the efforts of just one team member, but the combined effort of all involved.

Another example from sports might be a relay race.

In the 2008 Olympics, United States swimmer Michael Phelps won a total of eight gold medals. This was more than any other Olympic athlete had ever won.

Michael Phelps competed in individual races, but even then he was part of the USA Olympic Swim Team.

The last race for Michael Phelps and the USA Olympic Swim Team was the relay race. During a relay race four team members would each swim part of the race. Each had to do their part so the team could win, and so that Michael Phelps would be able to win his eighth medal.

The first thing he did after the race was to thank his teammates. He said, "Without the help of these guys it wouldn't be possible. The relays and putting the right guys together on the team made it possible for them to win.

Your team includes others that you may not have considered; the support staff. Within a Medical Home there is a team of health care providers who work together along with you and your family as full partners.

The clinic staff knows who you are and remember you from visit to visit. They support you by providing other really important things, like scheduling your appointments, taking your weight and blood pressure, and helping you find resources in the community, such as a therapist and other providers.

Remember that you have a lot of people supporting you and they want to see you succeed and live independently.

My Health Care Team

| My Health Care Team | |
|--|--|
| You | Remember, in addition to being the patient, you are part of the team |
| Primary Care Doctor | |
| Specialty Doctor(s) | |
| | |
| Physician Assistant or Nurse Practitioner | |
| Nurse(s) | |
| | |
| Dentist | |
| Dentist Hygienist | |
| Therapists (physical, occupational speech/language, etc.) | |
| | |
| Dietician/Nutritionist | |
| Pharmacist | |
| Mental Health Professional (counselor, psychologist, psychiatrist, etc.) | |
| | |
| Social Worker | |
| Care Coordinator | |
| School Nurse | |
| Home Health Care Workers | |
| | |
| People you trust to help you with medical decisions. These may include: | |
| Parents or Other Family Members | |
| | |
| Friends | |
| | |
| Others | |

Health Care Checklist

Do you know your health care needs? Some people have more than others, but everyone has health care needs. Some people have a disability or chronic medical condition. Others may have risk factors for certain diseases, such as diabetes or hypertension. That’s why it’s a good idea for each of us to know about our own health care needs, and how to be involved in our own health care.

Many young people have never thought about the questions you are about to answer in the health care checklist. Most people would find it difficult to answer “yes” to many of them. You are ahead of the game just by doing the checklist. Place a checkmark in the column you think best fits you.

Let’s do a few together first.

| HEALTH CARE CHECKLIST | Yes | Working On It |
|--|------------|--------------------------|
| Personal Information | | |
| Can I state my first, middle (if I have one), and last name? | | |
| Do I know my birthdate, including the year? | | |

Now you can answer the rest by yourself.

| HEALTH CARE CHECKLIST | Yes | Working On It |
|--|------------|----------------------|
| Managing Health Care | | |
| Can I describe my healthcare needs? | | |
| Are there ways my health care needs affect my day-to-day life? (For example, do I need medication, a special diet...?) | | |
| Do I know what to do when I get sick? | | |
| Managing Medications | | |
| | | |
| Do I know what medications I take and why I take them? | | |
| Do I know when to take my medications? | | |
| Do I take my medications correctly and on my own? | | |
| Do I know what to do if I'm having a bad reaction to my medications? | | |
| Do I know how to get my prescriptions filled and refilled? | | |
| Do I reorder medications before they run out? | | |
| Doctor Appointments | | |
| | | |
| Can I make my own appointments? | | |
| Can I keep track of my appointments/activities? | | |
| Do I know what to bring to my appointments? | | |
| Do I know how to check in and fill out the medical history form, including a list of my allergies? | | |
| Can I provide information and answer questions at my appointments? | | |
| Do I know what questions to ask at my appointments? | | |
| Do I arrange for my ride to medical appointments? | | |
| Do I have someone I trust who can go to appointments with me? | | |
| Do I call the doctor about unusual changes in my health? | | |
| Do I follow-up on any referrals for tests, check-ups or labs? | | |



| | Yes | Working On It |
|--|-----|---------------|
| Other Important Information | | |
| Do I know what my health insurance covers? | | |
| Do I know what kind of health insurance I will be able to have when I am 18? | | |
| Do I know health emergency phone numbers and/or carry emergency contact information with me? | | |
| Do I know about how drugs/alcohol affects my health care condition? | | |
| Is there someone to help me make medical decisions? | | |
| Do I know what kind of help I might need with making decisions after I am 18? | | |
| Do I know about Power of Attorney for Health Care and Advanced Directives? | | |

Transition Timeline

Generally, it is best to start planning for transition early. Your parents should help you in the transition process, which may take months or even years to complete. Look at the sample transition timeline below. It spans one year, beginning from August to May. The end goal is to select an adult provider and to make appointments with them, rather than the pediatrician. This timeline is suited for an older teen who is around 17 or 18. If you are planning your transition timeline at an earlier age, you can set your goals using years, rather than months.

August:

- Address what transition is with youth and parents
- Make initial assessments on youth's transition readiness and medical knowledge
- Determine if youth understands his/her health condition(s) and medication(s)
 - Keep copies of reports and tests

September:

- Write down who is in your healthcare transition team
- Identify primary care doctor or pediatrician and their contact information
- Identify emergency medical information
- List any medications you are on

October: (Lessons and homework to increase self-functioning and executive skills)

November: (Lessons and homework to increase self-functioning and executive skills)

December: (Lessons and homework to increase self-functioning and executive skills)

January:

- Parents start networking to identify potential adult providers
- Parents explore options for healthcare coverage
- Parents explore option of legal guardianship

February:

- Select adult provider
- Transfer all related healthcare information to adult provider
- Work together with pediatrician and adult provider to ensure complete and total transfer package
- Make first appointment with adult provider

March:

- Tour adult practitioner's office ahead of time (before any official appointments)
- Potentially meet nurses and/or doctors
- Prepare own questions for doctor appointment

April:

- Attend first appointment with adult provider
- Make follow-up appointments if necessary

May:

- Follow-up with prescription refills or other necessary information/appointments

August:
-Address what transition is with youth and parents
-Make initial assessments on youth's transition readiness and medical knowledge
-Determine if youth understands his/her health conditions and medications, keep copies of reports and tests

October-December:
-Work on lessons and activities from the booklet
-Practice sample scripts and scenarios

February:
-Select adult provider
-Transfer all related healthcare information to adult provider
-Work together with pediatrician and adult provider to ensure complete and total transfer package
-Make first appointment with adult provider

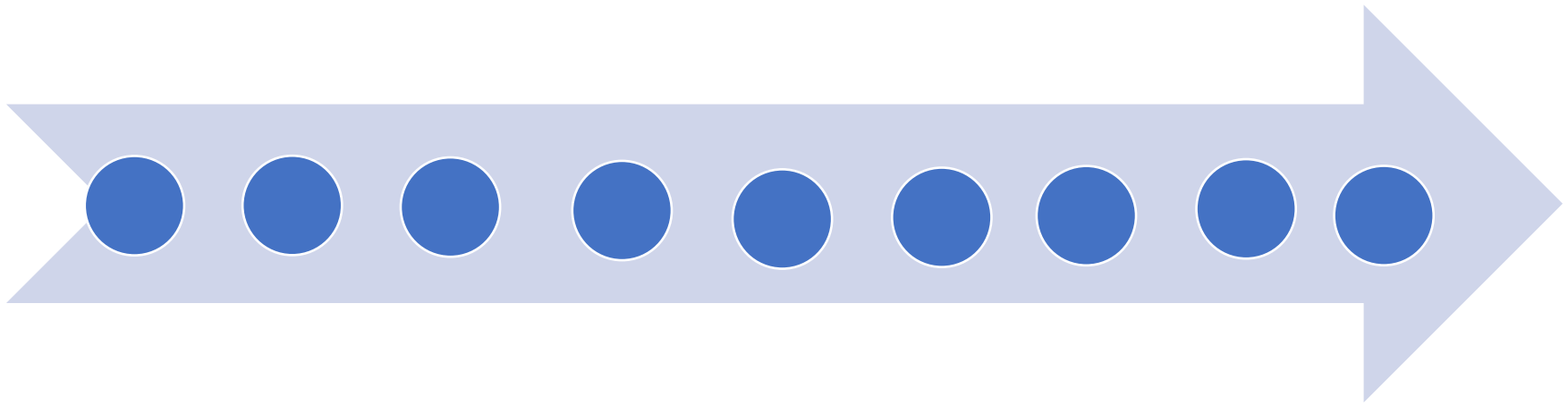
April:
-Attend first appointment with adult provider
-Make follow-up appointments if necessary

September:
-Write down who is in the healthcare transition team
-Identify primary care doctor or pediatrician and contact information
-Identify emergency medical information
-List current medications

January:
-Parents start networking to identify potential adult providers
-Parents explore options for healthcare coverage
-Parents explore option of legal guardianship

March:
-Tour adult practitioner's office ahead of time
Potentially meet nurses and/or doctors
Prepare own questions for doctor appointment

May:
-Follow-up with prescription refills



Emergency Medical Information Card

Name _____ Date of Birth _____
Address _____
Phone _____
Allergies to Latex or Medications _____

Emergency Contacts:

Name _____
Relationship _____
Phone _____
Name _____
Relationship _____
Phone _____

Health care Contacts:

Primary Doctor _____
Phone _____
Specialist Doctor _____ Phone _____
Hospital/Clinic _____ Phone _____
Insurance Card Number _____ Phone _____

Special Health Care Needs Information:

Chronic Illnesses/Diagnoses/Disabilities _____
Equipment/Other _____
How I Communicate _____
Other Important Stuff _____

Medications:

| | |
|------------|------------|
| Name _____ | Dose _____ |
| Name _____ | Dose _____ |
| Name _____ | Dose _____ |
| Name _____ | Dose _____ |
| Name _____ | Dose _____ |

Power of attorney for health care? Yes _____ No _____
If Yes, Who? _____
Phone _____
Conservator/Guardian? If Yes, Who? _____
Phone _____

Case Study “John Doe”



John Doe was born on January 13, 1968 and currently lives at 138 Baker Ln, Atlanta, GA 30032. His phone number is (404) 532-6689.

John lives by himself and his two cats and is generally in good health, except for his allergy to latex, which he found out about through a very unpleasant surprise reaction when doing the dishes in fifth grade while wearing his mother's yellow latex gloves, resulting in a nasty rash.

John is very close with his brother, Mike Doe and his best friend, Sam Smith, both of whom reside in Atlanta. Mike's phone number is (404) 329-4790, while Sam's number is (707) 335-2178. John knows that should anything happen to him, these two would be the first ones to respond and help.

John is very careful to receive annual checkups from his primary care doctor, who he is very loyal to. His doctor's name is Dr. Ahmed Shah and the clinic's number is (707) 315-2200. He does not see a specialist doctor, and does not have a specific hospital he prefers, though the closest one to where he lives is Emory University Hospital, whose number is (404) 712-2000. John is lucky to have insurance, and his insurance card number is EXF00809900. John is generally healthy, except for his high blood pressure that is being controlled, and does not have chronic illnesses or medical equipment he uses, though he does have a family history of high blood pressure and cardiac events. John is able to communicate verbally. He takes 5mg of Norvasc orally to control his hypertension (high blood pressure).

Ever since John's motorcycle accident back in 2015 when he passed out and was unable to provide the necessary medical information to the first responders, John decided to create and carry a medical information card at all times in case of another emergency.

When Should You Go to the Doctor?

Should I see a doctor? Many people ask this question. Here is a list of 11 signs that indicate you should go see the doctor. Keep in mind that this list is not exhaustive so go with your gut—if instinct tells you something is wrong, it's a good idea to seek medical attention.

1

YOU HAVE A PERSISTENT, HIGH FEVER



- A fever is one way your body naturally fights infection. However, if you have a fever above 103° Fahrenheit (39.4° Celsius) or a fever that lasts more than three days, you should call your doctor. A more serious infection could be at play

2

YOUR COLD BECOMES UNUSUALLY BAD

- It's not always easy to know when to go to the doctor for a cold; if yours doesn't pass or even worsens, seek professional help. Specifically, watch for the following:
 - A severe cough that lingers more than two weeks may indicate whooping cough, while sustained congestion can lead to a sinus infection if left untreated.
 - If you have a fever, muscle aches or other flu-like symptoms, you may in fact have the flu. In these cases, it's best to see the doctor for a Tamiflu prescription.
 - Extremely difficult swallowing, chest pain and shortness of breath are not normal cold symptoms and may indicate a more serious condition.
 - If you can't keep anything down, you may need an IV to get fluids to help your body function.

3

YOU'VE LOST WEIGHT SUDDENLY AND WITHOUT EXPLANATION



- An unexplained drop in weight could indicate overactive thyroid, diabetes, depression or liver disease, among other things. As a general rule of thumb, if you've lost more than 10% of your body weight in the last six months (and you're not obese), make an appointment with your doctor.

4

YOU'RE SHORT OF BREATH



- High altitude, strenuous exercise, obesity and extreme temperature are all normal causes of shortness of breath. If none of these are causing your breathlessness, ask your doctor about the possibility of asthma, bronchitis or another condition—especially if symptoms come on sudden and strong.

5

YOU EXPERIENCE SEVERE CHEST, ABDOMINAL OR PELVIC PAIN

- Abnormal, intense and sustained pain in the chest, abdomen or pelvis can indicate an underlying issue that demands a doctor's attention. Some examples include heart attack when the pain is in the chest, gallstones when in the abdomen (especially if accompanied by nausea and vomiting), and appendicitis or kidney infection when in the pelvis.

6

YOUR BOWL MOVEMENT OR URINATION HAS CHANGED

- Keep in mind that bowel movement and urination can vary from person to person, so the most important thing to look for is a sudden change in your own pattern, whether that's bloody or black stools, diarrhea or constipation, or excessive urination. When these crop up, it's a good idea to consult with your doctor.

7

BRIGHT FLASHES INTERRUPT YOUR VISION



- If you suffer from migraines, you may sometimes experience bright flashes or spots in your vision. Outside of these cases, sudden bright flashes might be a sign of a retinal detachment, a serious condition that requires immediate medical attention to prevent permanent vision loss.

8

YOU EXPERIENCE CONFUSION OR CHANGES IN MOOD

- Changes in mood and sudden confusion can occur with mental health issues as well as physical conditions, such as an infection or drug interaction. Watch out for trouble thinking or focusing, irregular sleeping patterns, and feelings of anxiety or depression.

9

YOU SUSPECT YOU HAVE A CONCUSSION



- If you've fallen on your head or suffered a blow to it, monitor for the symptoms of concussion. These can include difficulty concentrating, headache, irritability and change in sleep pattern; if any of these develop, see your doctor.

10

YOU DEVELOP UNEXPECTED SYMPTOMS AFTER A PROCEDURE OR STARTING A NEW MEDICATION

- Anytime you undergo a medical procedure or surgery, get an immunization, or start a new medication, ask your doctor in advance about the known symptoms. Monitor for these and if anything out of the ordinary occurs, call the doctor's office to see if an appointment is advised.

11

YOU ARE DUE FOR YOUR ANNUAL PHYSICAL CHECK-UP

- Once a year you should visit your primary physician for an annual physical check-up.

(Houston Methodist, 2018)

www.houstonmethodist.org/articles/should-i-see-a-doctor/

Making an Appointment

Important Things to Remember When You Make an Appointment

Be Prepared. If you have never done this before, have someone help you. You might even want to practice before you actually make your call.

Have your calendar ready so you can check the date and time. Put your appointment on your calendar right away.

You may need to repeat some of the information if the first person you speak to transfers you to someone else.

You may need to know your date of birth. You may need information from your insurance so have that ready as well.

Know the name of the person you need to see. It may be a doctor, a nurse practitioner or another health care provider.

Know the reason you need the appointment. Is it for a regular check-up or are you having a problem or concern?

If you will need a lift or other assistance to get onto the exam table or some other type of help, such as an interpreter, be sure to mention it when you call.

Before You Make an Appointment

To prepare ahead of time for your call, write down the following information so you can easily access it while making your appointment.

Physician/Clinic phone number: _____

Name of Physician You want to See: _____

Insurance Information:

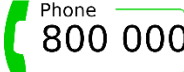
Name of Insurance Carrier (on card): _____

Insurance Number (on card): _____

Name of who has the insurance (you, mom, dad, etc.): _____

How to Make an Appointment

1. Have these things ready before you call:

Physician/Clinic phone number.  Phone
800 000

Name of Physician you want to see.



Health insurance card, if you have one.



Pen and paper so you can take notes.



Calendar, so you know your schedule.



2. Call the doctor office.



If no one answers, call back!

If you hear a message, follow the steps in the message to talk to a live person or leave a message to get a call back.

3. Say, “Hello, my name is _____.” Give your first and last name and your date of birth. Let them know if you’re a new patient.

NEW!

4. Tell them the physician you would like to see and the reason for your visit.

WHY?

“I would like to make an appointment to see Dr. Miller for [and given them a reason]...”

“...a physical exam.”

“...a personal issue.”

5. Make an appointment time that works for you. Ask, “How soon can I get in?”



If the date and time are ok, say “Thank you that will be fine.”

If the date and time do not work for you say: “That won’t work for me. Can you look for something else?”

Mark the date and time on your schedule/calendar.



6. If they ask, give them the name of your health insurance plan and card information.

7. Find out if you need to bring anything to the visit.



Medical records



Current medications

**8. Say, “Ok, I will be there on _____ at _____. Thank
(Date) (Time)**

you. Good-bye.”

How to Arrange Transportation for Your Appointments

Start making plans for transportation as soon as you make your appointment.

You may be asking a friend or relative to drive you or you may be using a transportation service. Your chances of being able to get a ride are better if you plan ahead.

Remember to plan for a ride back home after your appointment if you will need one.

If you are taking a city bus you will want to make sure you know which bus to take and how long it will take so you are not late. You may even want to take a practice ride on the bus if you have not done this before just to make sure you know where and when to get on the bus.

If you are using a regular taxi cab you probably won't need to call until the day before or the day of the appointment but you will want to check with the company ahead of time.

The most popular option for rides that people use nowadays is Lyft or Uber, which is similar to taxi. Lyft and Uber are ride sharing programs that require an app on the smartphone. You will need to make an account in order to request a ride. Consult with your parents to see if that is something they would want you to do.

If you are not sure who to call or what to do, ask your parents, your county case manager or social worker at the clinic or hospital.

Prescription Information

When your doctor wants you to take medication, a prescription may be called in by telephone to a pharmacy. You will need to go to the pharmacy to pick up your medicine. If the doctor gives you a written prescription you will need to take it to the pharmacy to get it filled. Be sure to take your Medicaid and/or insurance card with you. There may be a co-pay charge so you will want to have some money too.

Sometimes there is a pharmacy located right in the clinic where you see your doctor. You may have a neighborhood drug store or another pharmacy you can use. If you will be taking the medication for a while, the doctor may write on the prescription that you may have refills.

You will want to make sure you order your refill before your medication is gone so you don't miss any doses. Mark your calendar to remind you of when to call in your prescription refill. Call to order your medication when you have one week of medicine left, so you don't run out on a weekend, holiday or while on a trip.

There are some special rules about certain drugs. These are also known as controlled substances. These prescriptions cannot be ordered too far ahead, the prescription cannot be faxed and the use of these medication are carefully monitored.

To order a refill on a medication, you will use the information on the medication label. There are other options of prescription refills. You can request home delivery, re-occurring pick up at your local pharmacy or mail order. You can also take your medication bottle to the pharmacy or you can call ahead and order the refill by telephone.

When you call the pharmacy, a person may answer and take all the information. Sometimes you may get an answering machine telling you how to give the information the pharmacy needs to refill your prescription. If this is too hard or confusing, you can usually stay on the phone or push a number to get help from a person. Some pharmacies have apps for your phone or electronic device that can be used to refill prescriptions.

Make sure you understand how and when to take your medication. Make sure you understand any possible side effects to be aware of and what to do if you experience them. You will get written information along with your medication but be sure to ask the pharmacist any questions you may have.

If you get home and have a question or concern about your medication, call your pharmacist (phone number is on your prescription bottle). You can also contact your doctor's office and ask to speak to your doctor's nurse. Nurses can answer a lot of questions and can check with your doctor, if needed.

If you are taking a prescription that makes you feel different or bad, let someone know. Some medications have side effects that can change how you feel.

Activity: Reading a Prescription Label

In the images of prescription labels, identify the following. Some labels will not have all the information, and that is ok. If the information is not present on the label, just write “NA”.

- Name of medication
- Dosage (strength of medication)
- Directions (how much you should take)
- Quantity (amount of pills)
- Date filled
- How many times you may refill
- Expiration date
- Prescription number

Example



Name of medication: Atorvastatin calcium
 Dosage: 20 mg
 Directions: Take 1 tablet by mouth/day
 Quantity: 30
 Date filled: 08/31/2013
 How many times you may refill: NA
 What date you should refill by: NA
 Expiration date: NA
 Prescription number: 0123456789

Your turn! Please identify the information on the following labels



Name of medication:
 Dosage:
 Directions:
 Quantity:
 Date filled:
 How many times you may refill:
 Expiration date:
 Prescription number:

TAYLOR'S NEIGHBORHOOD PHARMACY
 1900 BELMONT BLVD NASHVILLE, TN 37212 615-460-6040

RX # 6001103 RB DR. D. HAASE
 SMITH, JOHN 00/00/0000

1900 BELMONT BLVD NASHVILLE, TN 37212
TAKE TWO TABLETS BY MOUTH 2 TIMES A DAY

120 METFORMIN HCL 500 MG TABL

NO REFILLS
 NDC# 00378-0234-01 Orig 08/26/10

CAUTION: Federal law prohibits transfer of this drug to any person other than patient or when prescribed.

Name of medication:
 Dosage:
 Directions:
 Quantity:
 Date filled:
 How many times you may refill:
 Expiration date:
 Prescription number:

CALVIN MATHER
 353 SUWANEE AVE SARASOTA, FL 34243 DATE: 07/09/11

ROUND ORANGE TABLET
 Side 1: 029
 Side 2: R

This Drug May Impair The Ability To Drive Or Operate Machinery. Use Care Until You Become Familiar With Its Effects.

Do Not Take Other Medicines Without Checking With Your Doctor Or Pharmacist.

ALPRAZOLAM 0.5MG TABLETS
 MFG ACTAVIS - SUBSTITUTED FOR XANAX 0.5MG TABLETS
TAKE 1 TABLET BY MOUTH UP TO 3 TIMES DAILY

RX **0493567-64430** EXPIRATION DATE 07/09/12

QTY 90
 NO REFILLS - DR. AUTH REQUIRED

Walgreens
 3535 N TAMiami TRAIL, SARASOTA, FL 34234
 (941) 360-3474

CAUTION: FEDERAL LAW PROHIBITS THE TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT OR WHOM IT WAS PRESCRIBED - RX ONLY.

Name of medication:
 Dosage:
 Directions:
 Quantity:
 Date filled:
 How many times you may refill:
 Expiration date:
 Prescription number:

RITE AID 200 NEWBERRY COMMONS (717) 555-1212
 ETTERS, PA 17311

Rx 00100 0002000 DATE FILLED: 12/02/2009 ORIG RX DATE: 12/01/2009

JOHN SMITH
 123 FRONT ST HARRISBURG, PA 17123 (717) 555-2121
 "EVERY MONDAY, WEDNESDAY, AND FRIDAY"

MEGA VITAMIN TABLET
 GENERIC FOR: GOOD HEALTH VANILLA SCENT OVAL 292

Lblr: CORP MFR: Generic Drug Co.
 Pr: ADAM N BARTOWSKI (717) 555-1234 QTY: 10

REFILL 3 TIMES UNTIL 01/02/2010 DISCARD AFTER

Name of medication:
 Dosage:
 Directions:
 Quantity:
 Date filled:
 How many times you may refill:
 Expiration date:
 Prescription number:



Name of medication:
Dosage:
Directions:
Quantity:
Date filled:
How many times you may refill:
Expiration date:
Prescription number:



Name of medication:
Dosage:
Directions:
Quantity:
Date filled:
How many times you may refill:
Expiration date:
Prescription number:

How to Get Prescription Medications

Hello, my name is _____
(give your first and last name)

I need to pick up a new prescription. Can you tell me about the dosage?

How often should I take this? Are there directions for how to take it?

What should I do if I miss a dose?

Here is a list of my other medications: _____

Will this one interfere with any of them? If yes, what should I do? _____

What are the side effects of this new medication? _____

What should I do if I experience any of these? _____

Is there anything else about this medication I should know about? _____

When can I pick it up? _____
(Can you deliver it? If yes, when?) _____
(Can someone else pick it up for me?) _____

Is there a co-pay charge? _____ How much? _____

You have been really helpful. Thank you.

How to Get Prescription Medication Refills

Hello, my name is: _____
(give your first and last name)

I need to get a refill on a prescription.

The prescription number is _____

The name of the medication is _____

When can I pick it up? _____
(Can you deliver it? If yes, when?) _____
(Can someone else pick it up for me?) _____

Is there a co-pay charge? _____ How much? _____

Thank you. Good-bye.

Healthcare Insurance

Insurance is a form of protection- you pay the insurance company a specific amount of money each month in case something happens to your car, house or you. In return, if something happens, the insurance company will pay for a portion or all of the expenses that you would otherwise pay yourself. Health insurance is no different. Health insurance is a type of insurance coverage that pays for medical and surgical expenses incurred by the insured. Health insurance can reimburse the insured for expenses incurred from illness or injury, or pay the care provider directly.

There are typically three types of health insurance- medical, dental and vision. Your plan may cover one, two, or all three types. You need to check to see if you have dental or vision insurance.

Since you're all high school students, you're all most likely on your parents' insurance plans, if they have one. Once you get a job, your job may offer a health insurance plan for which you would pay a monthly premium. This means you pay X amount of dollars monthly in exchange for the benefits of that health insurance plan. Another way your insurance may change is with age. Currently under the Affordable Care Act (ACA), individuals may stay on their parents' insurance plans up until they turn 26. Once you turn 26, you need to apply for your own insurance, or be fined. There are several public and private health insurance options, which we will look at below. For now, just remember that insurance can change with employment, age, and school.

Comparison Chart of Different Health Insurance Plans

| Plans | Freedom of choice | Paperwork | Referral by primary care doctor to see specialist | Doctors you see | What you pay |
|-------------------|---|---|---|---|---|
| HMO | Least amount | Least amount; no claim forms | Yes | HMO network No coverage for out of network providers (pay full bill yourself, except for emergency hospital visit) | Premium Deductible Copays/coinsurance (varies according to plan, counted toward deductible) |
| PPO | Moderate amount | In-network: little to none out of network: pay providers, then file claim to get money back from PPO | No | PPO network, some coverage for out of network providers; pay more to see out of network doctors | Premium Deductible Copay/coinsurance Other costs (if out of network doctor charges more than others in area, you may have to pay balance after insurance pays its share) |
| EPO | Moderate amount | Little to none | No | EPO network, no coverage for out of network providers (pay full bill yourself, except for emergencies) | Premium (lower than PPO) Deductible Copay/coinsurance Other costs (full bill for out of network doctor) |
| POS | More amount | Moderate amount for out of network providers- file claim to get money back from POS | Yes | In-network providers, some coverage for out of network providers; pay more to see out of network providers | Premium Deductible Copay/coinsurance (higher for out of network doctor) |
| Catastrophic Plan | For people under 30 | Keep track of expenses before you meet deductible | Yes | In-network; individual plans may have additional rules on specialists | Premium (lower) Deductible (\$7,150 for individual, \$14,300 for a family) |
| HDHP/HSA | Depends on plan (HMO, PPO, EPO, or POS) | Depends on plan; keep all your receipts to withdraw money from HSA/know you've met the deductible | Depends on plan | Depends on plan | Premium (lower) Deductible (\$1,300-\$6,550 for individuals; \$2600-\$13,100 for families) Copays or coinsurance Out of pocket (higher) |

How to Read a Health Insurance Card

When you attend a medical appointment for the first time, your receptionist will ask for your medical insurance card. Your medical insurance will help cover some of the costs, so it is important for you to know some key information on your card. Most receptionists will look at your card and fill out the necessary information. Occasionally, if you are calling over the phone to schedule an appointment, or if your insurance changes, you may need to provide the information to them.

The most important pieces of information you need to provide is the **ID number** and **group number**. Sometimes the ID number and group number will be called a different name. Just remember, the ID number is always longer than the group number. The insurance card will also contain other information like primary card holder's name, which will be your parents' name if you are under their insurance, or your name if you are covered by your employer. It will state the health insurance's name (Blue Cross Blue Shield, Aetna, Healthcare United, etc...). Sometimes it may list expiration date, or types of services covered.

For now, we will focus on identifying the **ID number** and **group number**. Please look at the different examples of health insurance cards below and identify the insurance company, ID number, and group number. Here is an example.


Example:



Insurance company: Blue Cross Blue Shield

ID number: YBC99999999

Group number: 27255000



ABC INSURANCE
PARTNERS

PPO

1) **Policy Number**
356M59557

2) **Group Number**
1234567

Group Name
XYZ COMPANY

Member Name
SUSAN J. SAMPLE

3) **Office Visit Copay:** \$15
Specialist: \$15

4) **Emergency Room:** \$150
Urgent Care: \$50
Rx: \$10/20/40


Network Coinsurance:

5) In 90%/10%

6) Out 80%/20%

Med/Rx Deductible Applies

Insurance company: _____
 ID number: _____
 Group number: _____




Health Plan (80840) **911-87726-04**

Member ID: 999999999 **Group Number: OHPHCP**

Member:
 SUBSCRIBER BROWN
 MMIS: 999999999999
 PCP Name:
 DR. PROVIDER BROWN
 PCP Phone: (999)999-9999

Payer ID: 87726



OPTUMRx™
 Rx Bin: 610494
 Rx Grp: ACUOH
 Rx PCN: 9999

0501 Administered by UnitedHealthcare Community Plan of Ohio, Inc. OH - Medicaid


Insurance company: _____
 ID number: _____
 Group number: _____



Insurance company: _____

ID number: _____

Group number: _____



HMAA
HAWAII MEDICAL ASSURANCE ASSOCIATION

Questions?
888.941.HMAA (4622)
hmaaonline.com

| Member | Coverage | | | | | | | | | | | | | | |
|---|---|---------|-----------------|--------|--------|--------|-------------|------|-------------------|-------|--|-------|----------------------|---------|------|
| <p>ID # 987654321 Policy # 59999</p> <p>Type EMPLOYEE</p> <p>Subscriber Name JOHN T. SAMPLE</p> <p>Group Name THE COMPANY NAME, INC.</p> <p>For all eligibility or benefit verifications, call 866.791.7628.</p> | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Medical</td> <td>Option Plus One</td> </tr> <tr> <td>Dental</td> <td>Plan A</td> </tr> <tr> <td>Vision</td> <td>Vision Plus</td> </tr> <tr> <td>Drug</td> <td>Mandatory Generic</td> </tr> <tr> <td>Copay</td> <td>Gen \$5/Pref \$20/Non-Pref \$35 (20% if >\$150)</td> </tr> <tr> <td>RxBin</td> <td>003858 RxPCN A4</td> </tr> <tr> <td>RxGroup</td> <td>NDEA</td> </tr> </table> <p>Possession of this card or obtaining precertification does not guarantee coverage or payment for the service.</p> | Medical | Option Plus One | Dental | Plan A | Vision | Vision Plus | Drug | Mandatory Generic | Copay | Gen \$5/Pref \$20/Non-Pref \$35 (20% if >\$150) | RxBin | 003858 RxPCN A4 | RxGroup | NDEA |
| Medical | Option Plus One | | | | | | | | | | | | | | |
| Dental | Plan A | | | | | | | | | | | | | | |
| Vision | Vision Plus | | | | | | | | | | | | | | |
| Drug | Mandatory Generic | | | | | | | | | | | | | | |
| Copay | Gen \$5/Pref \$20/Non-Pref \$35 (20% if >\$150) | | | | | | | | | | | | | | |
| RxBin | 003858 RxPCN A4 | | | | | | | | | | | | | | |
| RxGroup | NDEA | | | | | | | | | | | | | | |

Insurance company: _____

ID number: _____

Group number: _____

Getting Ready for Your Medical Appointments

After making an appointment, it will be important to think about the reason why you are going to the doctor, and you should be able to answer the doctor's questions, as well as be prepared for what questions you want to ask the doctor.

It will be important for you to be prepared to answer and ask questions no matter what your verbal capabilities.

Simple questions the doctor may ask during a check-up:

- How are you feeling?
- When did you get a cold?
- Is there any pain/are you feeling pain?
- Where does it hurt?
- Does it hurt if I touch here?
- Have you had constipation recently?
- Have you had diarrhea recently?
- How long ago did _____?
- Have you smoked before?
- Do you drink alcohol?
- Do you use birth control if you are having sex?
- How often do you exercise?
- What do you normally eat?

These are all questions to an annual physical exam that the you can practice answering on your own.

To prepare to answer these questions, think how you have been feeling lately and any special concerns you have so you will not forget to mention anything in your appointment.

Think about your body starting at the top of your head and all the way down to your toes. Think about any aches or pains or anything you have a question or concern about. If you are not sure how to describe your symptoms you can point to the ache and your doctor can ask you questions to help you identify what is concerning you. You can also use a drawing.

If you are not feeling well, write down your symptoms so you can share them with your health care provider and not worry about forgetting anything.

You may want to have someone you trust go to the appointment with you. That person can be with you throughout the appointment or just at the beginning or end of the appointment so you can still have some time alone with your health care provider.

Write down information and instructions at your appointment so you don't have to try to remember everything. If you need help doing this just ask your provider or the person you brought with you to help.

Remember: You should be able to talk with your doctor about any of your health concerns or questions. Your doctor needs to know your true feelings and concerns in order to help you. If you are sad, worried or afraid of something or someone it is important for you to tell your doctor so you can talk about options that might be available to help you. The doctor may want to make a

referral to a specialist or a community resource for additional follow-up. It is okay to ask for information to be repeated or explained again if you do not understand it the first time.

Be sure to take your medications in the original containers along with you so you can review all the medications you are taking, how much and how often with your doctor. Or you can take a complete listing of your medications, how much you take and when. If you have a care plan it should include this information. Remember to keep this kind of information up to date.

You may also have questions you wish to ask your doctor. Make sure you think about these questions and come prepared to your appointment to ask them. Here is a list of something questions you may ask:

Questions to ask at a regular check-up visit

- How do you think I am doing?
- Are there any problems I should know about?
 - If yes, please explain any problem(s) and what I need to do
- Will the problem(s) get better?
 - Why or why not?
- Do I need any medical tests?
 - If yes, what kind?
- Do I need new medication or changes in my medication?
 - If yes, what kind?
 - Are there any side effects of the new medication(s)?
- Are there any changes in what I should do day-to-day to take care of myself?
 - If yes, what kind of changes?
- Are there any changes in what I can or cannot do?
 - If yes, what kind? (especially at work or in school)
- Do I need another appointment?
 - If yes, when?
- Is there other information I should remember?
- Is there any follow-up? What is my next step?

Questions to ask at an appointment when you are sick

- What is wrong or why am I feeling bad?
- What caused this?
- What should I do about it?
- How long will it last?
- Can I go to work/school?
- Do I need medicine?
 - If yes, are there any side effects to this medicine?
- Are any of the medications I take already affected by this new medicine?
- What should I do if I don't start feeling better or if I start feeling worse?
- Are there any changes in what I'm supposed to do to take care of myself?
- Do I need another appointment?

- Are there any other instructions or information I need to know?

Questions to ask about hospitalization or surgery?

- Why do I need surgery or to go in the hospital?
- Are there any alternatives or treatments?
- What will need to be done?
- What are the risks or possible complications?
- How long will I be in the hospital?
- What will happen when I am there?
- How will I be different after the surgery?
- How will I be the same?
- Do I need to do anything different to prepare for the surgery and/or hospitalization?
- Are there any special written instructions I need to have before, during or after?
- Where do I go when I get to the hospital?
- What do I need to bring with me?
- Should I bring someone with me?
- If I want you to share information about my condition, what do I need to do before going to the hospital or having surgery?

Getting Ready for a Dental Appointment

You will want to do the same things you do for any medical appointment when you have a dental appointment. This includes preparing ahead of time for answering and asking questions with your dentist and to write notes during your appointment about follow-up needed or care instructions.

- You will want to let your dentist know if you are taking medications.
- You will want to let the dentist know if you ate before your appointment.
- You will want to let your dentist know if you are having pain in your mouth or teeth, pain with cold or hot food or drinks or pain that wakes you up at night.
- You will also want your dentist to know if you are afraid of dental appointments and what helps you to calm down. Sometimes listening to music or having something calming to look at or hold can help.
- You will want to mention if you gag easily or have trouble holding your mouth open. Your dentist and dental hygienist can work with you to help with these concerns.

Your dentist may want to know your daily care routine

- How often you brush your teeth
- The type of toothbrush and toothpaste you use
- If you floss between your teeth and how often
- If you use mouthwash, how often and what kind

Something to think about

- Can you show where on your mouth or face you have pain?
- Can you show which teeth hurt or are sensitive to hot or cold?

Questions to ask your dentist

Make sure to tell the dentist if you are afraid, if you gag easily or if you have trouble keeping your mouth open.

- What kinds of dental problems do I have?
- What causes these problems?
- What can I do to make these problems better or not get any worse?
- Is there a special toothbrush I should use?
- Is there a special type of toothpaste I should use?
- How often and when should I be brushing my teeth?
- Is there a special mouthwash I should use?
- How often should I use mouthwash?
- Can you please show me ways to make flossing easier?
- When should I floss?
- Are there any changes in my diet you recommend?
- When do I need another appointment?

The dentist may have the dental hygienist show you how to brush and floss. The dental hygienist usually cleans teeth and does patient education as well as part of the dental appointment. You can feel free to ask the dental hygienist questions as well.

Sample Care Plan

Use this form to prepare for an upcoming appointment with your regular doctor. Fill out the first two sections before your appointment and fill out the last section during your appointment.

Section 1:

Name _____

I like to be called _____

Date of Birth _____

Address _____

Phone (Home) _____ (Cell) _____ (Work) _____

Email _____

Emergency Contact _____

How I communicate best _____

How I like to learn new information or skills _____

What I like to do with my time (school, work, hobbies, etc.) _____

My Health Care Team

Write the names of your doctors, therapists, other health providers (including pharmacy, equipment, and supply vendors)

| Name | Specialty | Phone Number |
|------|-----------|--------------|
| | | |
| | | |
| | | |

Making Decisions (Who helps me with medical decisions and/or follow up?)

Name _____

Relationships _____

Phone (Home) _____ (Cell) _____ (Work) _____

Email _____

Power of attorney for health care? Yes _____ No _____

If Yes, Who _____

Phone _____

Conservator/Guardian: Self _____ Other (name) _____

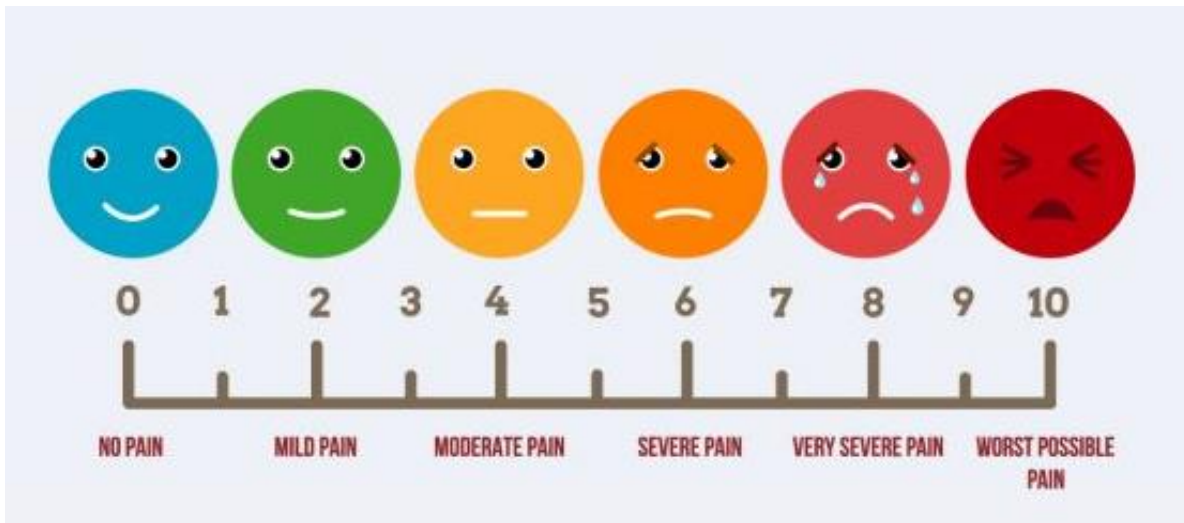
I have a health care plan? Yes _____ No _____

If Yes, where? _____

Section 2: Information to Share with My Doctor (Make sure to let your doctor see the following information after you fill it out.)

Why I am here: _____

This is how I feel



Important information you should know about my medical history: _____

Medications:

| Name | Amount | Dosage | When Taken |
|------|--------|--------|------------|
| | | | |
| | | | |
| | | | |
| | | | |

Allergies: _____

Past surgeries and hospitalizations: _____

Questions I have for you: _____

Section 3: Information from the Appointment

Weight: _____ Height: _____ Blood Pressure _____

Answers to my questions: _____

Follow-up: _____

Living a Healthy Lifestyle

Health lifestyle habits

Lifestyle habits are the things we do every day such as:

- What we eat and drink
- How much we exercise
- How much we sleep
- Our personal cares and grooming
- Leisure and relaxation activities (hobbies and other interests)
- Relationships and social network
- Family traditions
- Spiritual practices
- Work and/or school
- Safety and security practices

What we do can affect how we feel. How we feel can affect what we do.

It's important for each person to develop a regular routine that works best for that person.

It's also important to figure out what to include in a daily routine and what to include on a weekly, monthly or some other schedule. For example:

- Combing my hair is something I will do every day and even several times a day. But I may wash my hair every other day. And I may get a haircut every six weeks
- Going out with friends several evenings a week may be fun, but I may also spend several evenings at home by myself just to relax
- I brush my teeth and use mouthwash at least twice a day (every morning and before bedtime) and I floss my teeth at least once a day. But I also have a regular cleaning and check-up with my dentist every six months.
- I need to take care of my personal hygiene
- I need to keep a record of my menstrual cycle, which includes writing down the day it starts and ends each month (Girls Only)
- I know how to use and read thermometer and when my temperature is elevated

Daily Log

Order is necessary when trying to juggle all the different activities in our lives. For youth with ASD, it is especially important to have a routine and a sense of normalcy, what to expect and when to expect it. People with ASD can feel agitated when this order is disrupted, so it is a good idea to help your student fill out a sample daily log of what they do each day. This will create a schedule as well as help them keep on track and remember what they need to do.

| Time | Activity | Special Reminders or Notes |
|------------|----------|----------------------------|
| 6:00 am | | |
| 7:00 am | | |
| 8:00 am | | |
| 9:00 am | | |
| 10:00 am | | |
| 11:00 am | | |
| 12:00 noon | | |
| 1:00 pm | | |
| 2:00 pm | | |
| 3:00 pm | | |
| 4:00 pm | | |
| 5:00 pm | | |
| 6:00 pm | | |
| 7:00 pm | | |
| 8:00 pm | | |
| 9:00 pm | | |
| 10:00 pm | | |
| 11:00 pm | | |

Sample Daily Log

| Time | Activity | Special Reminders or Notes |
|------------|---|--|
| 6:00 am | Get up by 6:15 Take a shower/wash hair | Do some stretching exercises before breakfast |
| 7:00 am | Eat breakfast Take medication Brush teeth Use mouthwash | Hot or cold cereal during the week Pack lunch for work and put it in carry case near the front door |
| 8:00 am | Leave for bus stop by 8:15 | Be sure to check the weather before leaving |
| 9:00 am | Clock in at work | Put lunch in refrigerator |
| 10:00 am | Break time=eat fruit and something to drink | Milk or water- not soda |
| 11:00 am | | |
| 12:00 noon | Eat lunch Take medication | No orange juice with this medicine |
| 1:00 pm | Talk to supervisor about time off for doctor appointment | Write down best dates and times to take off work |
| 2:00 pm | Break time-check on plans for bowling after work Call to make doctor's appointment | Try to get dates/times my supervisor said would work best for time off |
| 3:00 pm | Meet group for bowling at the bus stop by 3:15 | Make sure to have bus pass and some money for bowling |
| 4:00 pm | Leave for bus stop by 4:45 | |
| 5:00 pm | Eat supper | Make sure to eat salad and vegetables. Not too much bread! |
| 6:00 pm | Call mom or dad about ride to doctor appointment | Also check on grocery shopping this weekend |
| 7:00 pm | Favorite TV show on Tonight! | |
| 8:00 pm | Work on puzzle | |
| 9:00 pm | Get ready for bed Brush teeth and floss | Set alarm clock for 6:00 am Lay out clothes for tomorrow Make sure door is locked |
| 10:00 pm | | Listen to some relaxing music before going to bed |
| 11:00 pm | | |

Appendix A: Medical Home with Visual Support





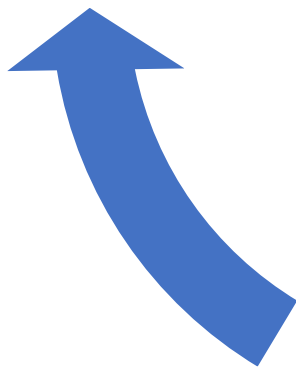
You may have heard about Medical Home as a way that some health care teams work together. The title Medical Home can be a little confusing because we usually think of a home as a place. A Medical Home is **not** a place.



How



Where



Who



Word Clue
approach-noun- way of
dealing with something

It is an approach to how care is delivered that combines **where** primary care is provided, **who** provides that care and **how** they all work together.



Word Clue

accessible- *adjective*-
capable of being reached

Word Clue

coordinated- *adjective*-
works together smoothly

A Medical Home includes you and your family to make sure that quality care is accessible, family-centered, continuous, comprehensive, coordinated, compassionate and culturally appropriate.

To understand what a Medical Home means it might be helpful to think about a baseball game.



Having a Medical Home is like hitting a home run.

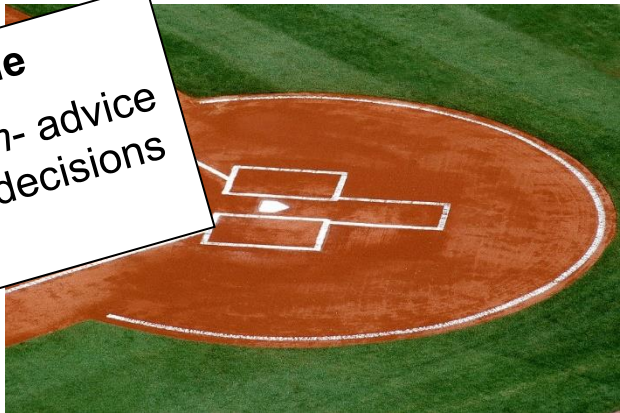


When you go to a baseball game you have to go to a stadium or some other place where the game is played.

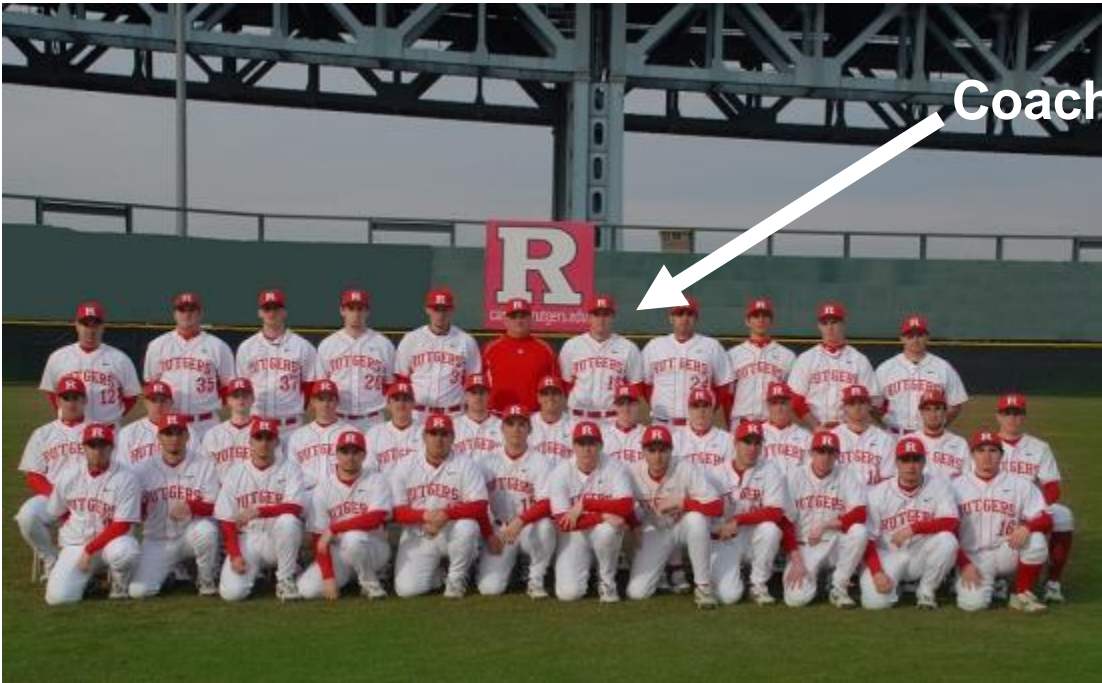


The playing field is set up in the shape of a diamond. The diamond has a home plate where the batter stands, three bases, a pitcher's mound, and the field surrounding the diamond.

Word Clue
guidance- noun- advice
to help make decisions



Your Medical Home is your home base. This is where you receive guidance and support from your coach.



Your **primary health care provider is the coach** for your team. It is important that all players on your team communicate with the coach, so the team is working together to win. **When you win, the team wins!**



To play the game you have players on the team. Each player has their own special position. They play in those positions when the other team is batting. But they also each take a turn at hitting the ball when their own team is up to bat.

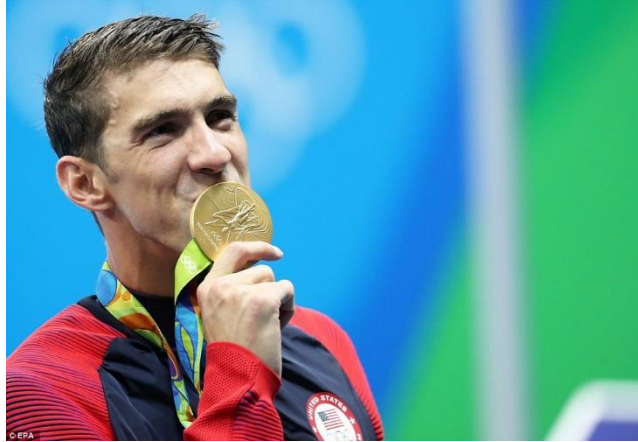


When everything comes together at game time, the team may score by hitting the ball and taking bases one at a time, or several at a time. Sometimes a player hits a home run. When that happens we see more than the efforts of just one team member, but the combined effort of all involved.

Another example from sports might be a relay race.



In the 2008 Olympics, United States swimmer Michael Phelps won a total of eight gold medals. This was more than any other Olympic athlete had ever won.



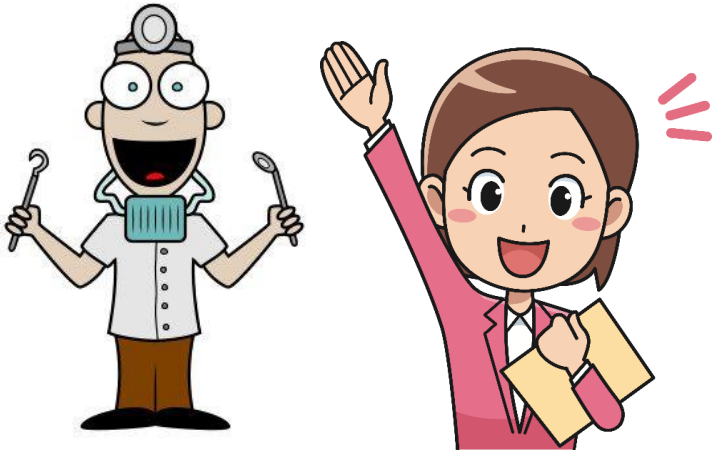
Michael Phelps competed in individual races, but even then he was part of the USA Olympic Swim Team.



The last race for Michael Phelps and the USA Olympic Swim Team was the relay race. During a relay race four team members would each swim part of the race. Each had to do their part so the team could win, and so that Michael Phelps would be able to win his eighth medal.



The first thing he did after the race was to thank his teammates. He said, “Without the help of these guys it wouldn’t be possible. The relays and putting the right guys together on the team made it possible for them to win.



Your team includes others that you may not have considered; the support staff. Within a Medical Home there is a team of health care providers who work together along with you and your family as full partners.

The clinic staff knows who you are and remember you from visit to visit.



They support you by providing other really important things, like scheduling your appointments, taking your weight and blood pressure, and helping you find resources in the community, such as therapist and other providers.

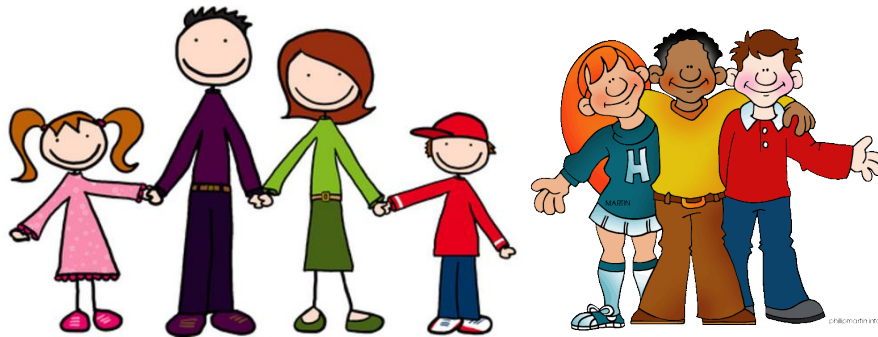


Remember that you have a lot of people supporting you and they want to see you succeed and live independently.

Appendix B: How to Arrange Transportation for Your Appointments with Visual Supports



Start making plans for transportation as soon as you make your appointment.



You may be asking a friend or relative to drive you or you may be using a transportation service. Your chances of being able to get a ride are better if you plan ahead.



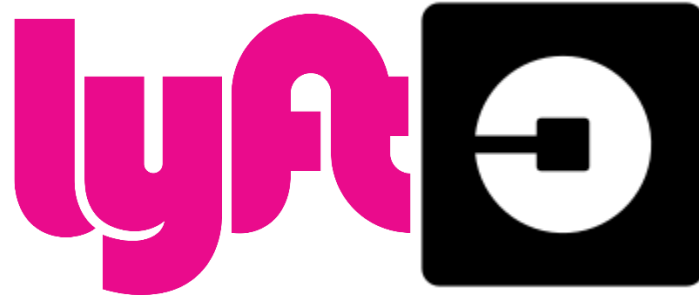
Remember to plan for a ride back home after your appointment if you will need one.



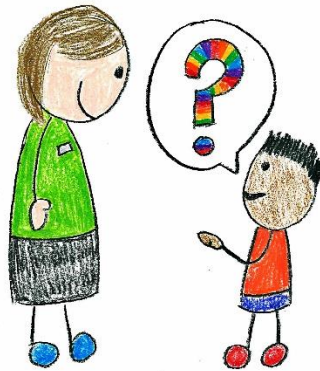
If you are taking a city bus you will want to make sure you know which bus to take and how long it will take so you are not late. You may even want to take a practice ride on the bus if you have not done this before just to make sure you know where and when to get on the bus.



If you are using a regular taxi cab you probably won't need to call until the day before or the day of the appointment but you will want to check with the company ahead of time.



The most popular option for rides that people use nowadays is Lyft or Uber, which is similar to taxi. Lyft and Uber are ride sharing programs that require an app on the smartphone. You will need to make an account in order to request a ride. Consult with your parents to see if that is something they would want you to do.



If you are not sure who to call or what to do, ask your parents, your county case manager or social worker at the clinic or hospital.

Appendix C: Prescription Information with Visuals

When your doctor wants you to take medication, a prescription may be called in by telephone to a pharmacy.



You will need to go to the pharmacy to pick up your medicine.

If the doctor gives you a written prescription you will need to take it to the pharmacy to get it filled.

DEA #EE 7847001
RICK ERICKSON, D.P.M.
85 W. Las Platas Boulevard
Suite 100
Presbyterian, CO 80568
(303) 416-8888

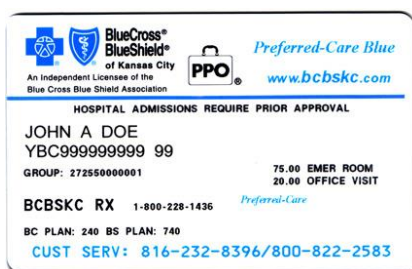
Name: Mulier Fortis
Address: _____ Date: 11/29/10

Rx (Please Print)
500X30MG Prozac
For relief of symptoms
of Motu Mania

2 tablets daily

Label
Pills: _____ Times: _____ P/N: _____ NR
 DO NOT SUBSTITUTE
TO INSURE PLEASE HAVE REPHRASED
CHECK AND INITIAL BOX
www.txt2pic.com

Be sure to take your Medicaid and/or insurance card with you. There may be a co-pay charge so you will want to have some money too.



Sometimes there is a pharmacy located right in the clinic where you see your doctor. You may have a neighborhood drug store or another pharmacy you can use.



If you will be taking the medication for a while, the doctor may write on the prescription that you may have refills.



You will want to make sure you order your refill before your medication is gone so you don't miss any doses. Mark your calendar to remind you of when to call in your prescription refill. Call to order your medication when you have one week of medicine left, so you don't run out on a weekend, holiday, or while on a trip.



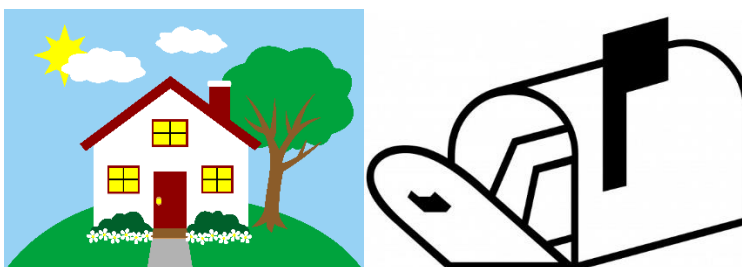
There are some special rules about certain drugs. These are also known as controlled substances. These prescriptions cannot be ordered too far ahead, the prescription cannot be faxed and the use of these medications are carefully monitored.



To order a refill on a medication, you will use the information on the medication label.



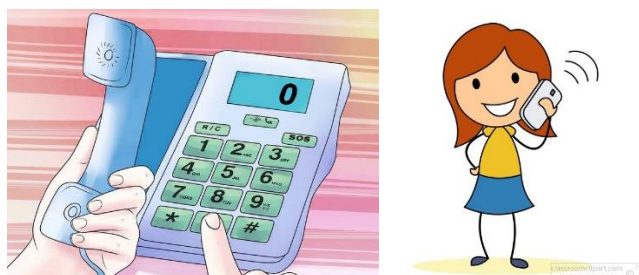
There are other options of prescription refills. You can request home delivery, re-occurring pick up at your local pharmacy or mail order.



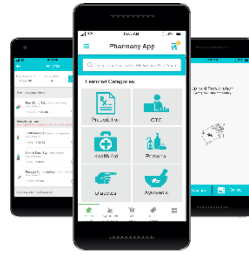
You can also take your medication bottle to the pharmacy or you can call ahead and order the refill by telephone.



When you call the pharmacy, a person may answer and take all the information. Sometimes you may get an answering machine telling you how to give the information the pharmacy needs to refill your prescription. If this is too hard or confusing, you can usually stay on the phone or push a number to get help from a person.



Some pharmacies have apps for your phone or electronic device that can be used to refill prescriptions.



Make sure you understand how and when to take your medication. Make sure you understand any possible side effects to be aware of and what to do if you experience them. You will get written information along with your medication but be sure to ask the pharmacist any questions you may have.



If you get home and have a question or concern about your medication, call your pharmacist (number is on your prescription bottle). You can also contact your doctor's office and ask to speak to your doctor's nurse. Nurses can also answer a lot of questions and can check with your doctor; if needed.



If you are taking a prescription that makes you feel different or bad, let someone know. Some medications have side effects that can change how you feel.



Appendix D: Visuals for Daily Log

