

Scheduling an Appointment: Important to Share? Answer Key

***Red Italics* represent answers and talking points/rationales

Important Information to Know/Share When Scheduling a Doctor's Appointment	Not Important to Know/Share When Scheduling a Doctor's Appointment	Tips to Make Scheduling a Doctor's Appointment Easier
<ul style="list-style-type: none"> - I have had a sore throat and I have been coughing a lot for the past three days. <i>(Need to be specific with the receptionist so they can help you get the best care)</i> - I need my sports physical done for track this spring. <i>(Need to be specific with the receptionist so they can help you get the best care)</i> - My name is Sam Bandero and my birthdate is 10/12/1999. <i>(Used to make sure they are talking to the correct person)</i> - I am available after 2PM on Tuesday and all day Wednesday. <i>(Receptionist needs to know when they can schedule the appointment)</i> - I am on my parent's' insurance. They have Highmark Delaware. <i>(Need to make sure the doctor accepts your insurance)</i> 	<ul style="list-style-type: none"> - I have been feeling weird. <i>(Need to be more specific with the receptionist so they can help you get the best care - you might need to visit someone other than your PCP)</i> - I live with my mom, dad, and two brothers. <i>(Receptionist does not need to know your living situation to make your appointment)</i> - I am allergic to pet dander and seafood. <i>(Might be important during the visit)</i> - I got my chicken pox shot when I was one. <i>(Might be important to share with the doctor during visit)</i> 	<ul style="list-style-type: none"> - Try to avoid calling on Monday morning, lunch time, right when the office opens, or when the office is about to close. <i>(Times mentioned are high call volume times and you are more likely to be put on hold)</i> - Gather all documents, insurance card(s), your calendar, and any other information you need before you call. <i>(More efficient when you have everything together; easier to answer the receptionist's questions)</i>