

Workplace Tips:

Tip # 1

Send a letter or e-mail encouraging all employees to choose a primary care physician from the network, if they don't have one already.

Tip # 2

Post tips on how to make any doctor's office visit more effective. The list below is an example.

Before Your Appointment:

-Prepare a list of questions to cover during your appointment.

-Make a list of all your medications (prescription and over-the-counter), vitamins, and supplements to share with the doctor.

-Keep an updated personal health history, including information about any past procedures, test results, and existing allergies.

During the Appointment:

-Write down any instructions from the doctor.

-Tell the doctor about any health concerns and talk about all of your symptoms.

-If you don't understand something, ask your doctor to explain it in simpler terms.

-Ask if your doctor has e-mail in case you have additional questions after you leave the appointment.



Personal Care Management — Physician Care

The nurse health coaching provided by the Personal Care Management (PCM) program is a valuable member resource, but it can't take the place of a doctor's care. PCM participants are encouraged to choose an in-network primary care physician, if they don't already have one.

**Contacting a physician is a goal set by
59% of PCM participants, of which over
65% follow through.**

The PCM nurse health coaches also stress the importance of a doctor's continuing care, especially for those with chronic conditions like diabetes or high blood pressure. The nurses help PCM participants to comply with and understand a doctor's treatment plan.

MedCost's PCM nurse health coaches take a holistic approach to participant care, evaluating all aspects of a member's situation, from lifestyle and habits to knowledge about a particular health condition, in addition to medical history and claims data. Using this information, the nurse health coaches encourage and empower members to reach small, incremental goals to improve their overall wellbeing.