

# Frequently asked questions

**Used by:** Adult care gastroenterology practices

**Purpose:** To proactively address common informational needs and emotional concerns of young adult patients transferring to the practice

## *How do I make an appointment?*

You can schedule an appointment in various ways. ... **List the scheduling methods in bullet points.** Young adults may prefer non-phone options. Consider adding these questions: “How do I download your secure patient app?” and “How do I log in to your secure patient website?”

## *What if I need to change or cancel an appointment?*

It’s important to keep your appointments. If you have to reschedule or cancel, please let us know as soon as possible. ... **Note which contact methods to use.** State any penalties for late cancellations. Consider adding this question: “What should I do if I suspect I have COVID-19?”

## *What are your office hours?*

Our regular office hours are: ... **List the days and hours in bullet points. Note holiday closures.**

## *What should I do if I have questions?*

Keep a running list of questions to bring to your next office visit. We know that some concerns can’t wait, however. For questions about your health, <<**input contact methods here**>>. For other questions, <<**input contact methods here**>>. ... Use bulleted lists for multiple contact methods. Consider adding: “What if I need a prescription refill?”

## *When should I seek emergency care?*

Call 911 or go to the emergency room right away if ... **Include a bulleted list of symptoms.** Note that the provider will create an emergency care plan to facilitate safe, timely care.

## *Where is your office located?*

Our office is in the <<**name here**>> building located at <<**street address here**>>. We are in suite <<**number here**>>. ... Explain how to find the office inside the building. Include a map and/or driving directions.

## *Where can I park? Is public transportation an option?*

Our office is easy to access. ... **Note convenient locations for parking and patient drop-off/pickup.** State whether parking is free. **List the location and distance of public transportation stops.**

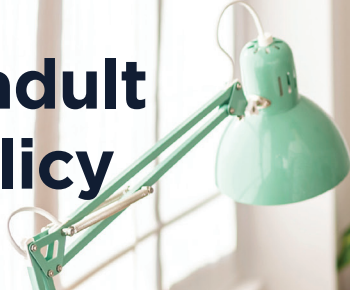
## *What insurance do you accept?*

We accept <<**insert private insurance company names here**>> plans as well as <<**enter state Medicaid program here**>>. Benefit coverage varies, however. Contact your insurance company for details. Our office may be able to help by ... **Note what assistance the practice provides and how to contact the appropriate person.**

## *I feel anxious about changing providers. Any advice?*

This is a common reaction to change. The anxiety often eases after a few visits. We take steps to help you feel comfortable as soon as possible. ... **Briefly outline how the practice helps young adults become comfortable with their new providers and gain confidence in their self-care skills.**

# Sample young adult care policy



**Used by:** Adult care gastroenterology practices

**Purpose:** To orient young adults to the patient-centered model of health care as well as inform them about patient rights and responsibilities

Welcome to <<adult care practice name here>>. Thank you for choosing us as your health care partner.

At our practice, we believe that you should be at the center of your own health care. We will work closely with you to help you reach your health care goals.

When you turned age 18, you became an adult under the law. We can only share your health information with others if we have your consent. Many young adult patients choose to involve a parent, caregiver or other trusted person in their care. If you make that choice, you will need to sign a consent form. We can provide this form at our office.

## *As our patient, you have a right to:*

- Be treated in a caring, respectful way.
- Have access to your medical records.
- Have information about your health explained in easy-to-understand terms.
- Be informed about your treatment options, including alternatives and risks.
- Make decisions about your health care.

*If you have a condition that limits your ability to make health care decisions on your own, your parent or caregiver may consider an option called supported*

*decision-making. We can suggest resources for learning about this option.*

## *In return, you have a responsibility to:*

- Work with your providers when making health care choices.
- Keep your appointments — or reschedule or cancel in advance following our office policy.
- Ask questions if you don't understand something about your care.
- Let us know about any changes in your symptoms or health history.
- Learn what your insurance covers.

We encourage you to play an active role in your care. Following the treatment plan that you and your provider develop together is the best way to support your own health and well-being.

If you are new to <<adult care practice name here>>, you probably have questions about what to expect. Please check our Frequently Asked Questions page, which has the answers to several common questions. If you don't find what you need there, feel free to contact our office.

We look forward to partnering with you on your health.

