

*Division of Developmental Disabilities Services
Community Services*

Instructions for Medical Appointments for Agency Staff

Before leaving home:

1. Know the reason why the individual is seeing the physician:
 - A. Is this for an annual physical examination.
 - B. Is he/she ill:
 - 1) What are his/her symptoms.
 - 2) How long have these symptoms been present.
 - C. Is this a follow-up visit, for example seizures:
 - 1) How many seizures have occurred in the last month/year.
 - 2) Be able to describe seizure activity.
2. Know what medications the individual is currently receiving:
 - A. Name of medication
 - B. Dosage
 - C. Times given
 - D. The route (by mouth, applied to the skin, ear drop, eye drops, etc.)
(Medications may be taken with you to the physician's office.)
3. Have available the individual's Medicaid card and/or other insurance coverage.
4. Make sure there is a blank "Medical Appointment Information Record" in the individual's record.
5. Take with you:
 - A. Individual
 - B. Individual's record.
MAIR
Medicaid card or other insurance information
 - C. A copy of the Medication Assistance Record (MAR)
 - D. Directions to physician's office (if you need them.)
 - E. Physician's phone number (if you get lost or are going to be late.)
 - F. Pen and paper

At the Physician's Office:

6. Arrive at least 10 minute before the scheduled appointment time.
This allows for:
 - A. Necessary forms to be completed.
 - B. Time for the individual to use the restroom if needed before seeing the physician.

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7. Assist individual with examination such as removing clothing, getting up on exam. table, etc.
8. Write on blank paper in your own words, any instructions the physician gives.
9. Make sure the physician completes the “Medical Appointment Information Form”. Read the information on it before you leave the office to see if it is the same as what he told you. If you cannot read his writing ask his nurse or secretary
10. If a prescription is given read it (or have his nurse or secretary read it) before leaving the office to make sure it is exactly what is written on the Medical Appointment Information Record. Check the MAR and the MAIR to make sure medications and doses are listed accurately.
11. Make a follow appointment if needed.
12. If lab work, x-rays, EEG, other diagnostic test are ordered have the physician’s secretary make the necessary appointments before leaving his office. If you are scheduling the lab, x-ray, EEG or other diagnostic tests make sure you have the slips before leaving the office.

AT THE PHARMACY

13. Take the prescription to the pharmacy (or fax to the pharmacy) to be filled before returning home.
Before leaving the pharmacy read the label to make sure it is exactly what was written on the “Medical Appointment Information Record”.

Note: A properly labeled container will have:

- 1) Name of individual and the date.
- 2) Name of medication and strength (Example: Tegretol 200mg)
- 3) Direction (Example: One capsule three times a day).
- 4) Expiration date
- 5) Number of tablets or capsules in the container
- 6) How many refills if any

After returning Home:

14. Write the next appointment on calendar (and place the appointment card where they are usually kept in the home). Write appointments on calendar of lab work, x-ray, other diagnostic studies to be done.

15. Notify the day program if a medication is to be given while the individual is at the day program or if there has been a change in a medication that is given there routinely.

16. Notify RN and/or Case Manager of the results of physician's visit before 4:00 (Monday thru Friday) or the next working day.

17. Send the Medical Appointment Information Record to the DDDS nurse consultant no later than the next working day.