

# Getting Care

## Types of Visits

**New Visit** – If you are seeing a physician for the first time, the doctor will ask about your lifestyle, review your health history, perform a full physical exam and, if needed, recommend testing, medications, vaccinations or consultations with other physicians.

**Follow-up Visit** – This visit provides an opportunity for you and your doctor to review your health status, test results and medication changes.

**Annual Well Visit** – The Annual Well Visit (AWV) is different than your annual check-up. The purpose of this visit is to develop your customized plan for how you will prevent diseases and conditions for which you are at risk. The AWV is typically covered by Medicare. Please review your particular plan to confirm coverage.

**Office Visit** – When you are well, this visit is an annual check-up, which helps maintain a record of your health over multiple years. During the physical exam portion of this visit, your nurse or doctor will take routine measurements, like weight and blood pressure, and may also draw blood samples or conduct other tests. This is an excellent opportunity to speak with your physician and ask which vaccinations, screenings or medications may be right for you.

When you are sick, this visit enables you to describe your symptoms and discuss your doctor's recommendations for how you can find relief and recover as quickly as possible.

**Remote Visit** – With Catholic Health eVisit, you can see your doctor right from the comfort of your own home. See the enclosed information about Catholic Health eVisit to learn more.

## Schedule a Visit

There are several ways you can schedule a visit.

### For visits in the doctor's office

- Call your physician's office directly to schedule an office visit
- Visit [chsli.org](http://chsli.org), locate a physician with our Find-A-Doc tool and select the "Schedule Online" button
- Log into the patient portal, Catholic Health MyChart, to schedule your visit

### For 'virtual visits' from the comfort of your own home

- Call your physician's office and ask to see your own doctor using Catholic Health eVisit
- Go directly to [catholichealthervisit.org](http://catholichealthervisit.org) to see a physician on-demand 24/7
- Log into the patient portal, Catholic Health MyChart, to access Catholic Health eVisit on-demand

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**(855) 247-4500**  
**[chsli.org](http://chsli.org)**



# Getting Care

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## Preparing For Your Visit

The key to getting the most out of your visit with your physician is to be as organized and prepared as possible. We ask you to bring certain things with you to your visit to make sure that the doctor has all the information needed to provide you with the best care.

- **Your Medication List:** Don't forget to bring a list of all your medications including all over-the-counter (OTC) medications. Your list should have the name of the medication, the strength and how often you take it. You may be able to get a complete copy of your prescription medication list from your pharmacist.
- **Insurance Card(s)**
- **List of Questions:** Bring a list of questions and concerns that you wish to discuss with your doctor.
- **Take Notes:** Bring paper and a pen with you so you can write down important instructions your doctor gives you.

Please be aware that you may also use the secure, online messaging within Catholic Health MyChart to communicate with your doctor before your visit and at any time between visits.

## What to Expect During Your Visit

**Symptoms** – Be prepared to describe any symptoms you are experiencing.

**Conversation** – A doctor visit is an opportunity for you to ask questions and voice your concerns. Do not be afraid to present a topic even if your doctor has not introduced it. Before ending the visit, be sure that you completely understand what that doctor has explained or recommended.

*For more information about the COVID-19 prevention practices you will see implemented in our physician offices, please refer to the enclosed flyer or visit [chsli.org](http://chsli.org) to see how Catholic Health is keeping you safe.*

## After Your Visit

Following your doctor's visit, a representative from your physician's referral team will call you at the phone number we have on file for you.

A representative can help you book your appointment with a Catholic Health specialist if your doctor has recommended a physician consultation for you.

If your insurance requires preauthorization, the representative can secure this pre-authorization on your behalf. Once your appointments are confirmed, it is important that you attend them and follow through to keep your health—or recovery—on track.

To help you gain greater control of your health and medical information, we recommend you establish a Catholic Health MyChart account. See the enclosed flyer or visit [mychart.chsli.org](http://mychart.chsli.org) to get started.

(855) 247-4500  
[chsli.org](http://chsli.org)

