



YOUR FAMILY HEALTH GUIDE

Navigating Appointments, Telehealth, and Everyday Care

This guide helps families manage everyday healthcare needs, from making appointments to using MyChart and getting the most out of doctor visits. It includes tips and easy steps for using healthcare tools at home or on your phone.

Where to start when you're not feeling well?

1. Are the symptoms severe or life-threatening?

- Trouble breathing
- Chest pain
- Severe bleeding
- Loss of consciousness

If YES, seek emergency care by going to the ER or calling 911

2. Are the symptoms urgent but not life-threatening?

- High fever
- Worsening pain
- Vomiting
- Signs of infection

If YES, go to Urgent Care or call your clinic

3. Are the symptoms mild?

- Sore throat
- Mild fever
- Cough
- Stomach ache

If YES, call your Primary Care Clinic or send a Message through MyChart

Making and preparing for appointments

How to make an appointment

1. Call your clinic or use their website/MyChart

2. Explain why you need to be seen.

For example: "My child has had a fever for two days."

3. Set up the appointment.

How to prepare

- Write down when, where, and why you're going to the clinic.
- Write down symptoms or questions
- Bring your insurance card and ID
- Make a list of your medications (including vitamins).
- Bring and forms or papers the clinic asked for
- Bring a notebook or phone to take notes.

Remember, It's okay to ask for an interpreter, transportation help, or extra time.

Ask these 3 questions

Doctor visits can feel overwhelming. These questions can help guide the conversation.

1. What is my main problem?
2. What do I need to do?
3. Why is it important (for my health or my child's health)?

Additional ways to ensure things are clear

- Can you explain that another way?
- What side effects should I look out for?
- When should I call you or come back?

Teach-back tip: Repeat the plan in your own words to make sure you understood it correctly. For example:

"I need to take the medicine for a week and call if my fever doesn't go away."

How to use MyChart and patient portals

Benefits of MyChart

- Make/change appointments
- Send messages to your doctor or nurse
- View test results
- Request medication refills

Don't have internet?

If you do not have a smartphone or computer, you may be able to use MyChart by phone or with help from a family member. Libraries and community centers often offer free internet access.

Ask your clinic if digital navigator or tech support programs are available.

Telehealth and digital visits

Telehealth appointments let you talk to your doctor using your smartphone, tablet or computer.

How to prepare

- Check your internet or phone signal.
- Make sure your device is charged.
- Test your camera and microphone.
- Find a quiet, private space.

During your visit

- Have medications ready.
- Write down instructions.
- Ask about next steps.

Troubleshooting

- If the call drops, try reconnecting or call the clinic.
- If the screen freezes, check your signal or call the clinic for help.

Medication refills and sick calls

When to request a refill

When you start your last prescription bottle or when your calendar says you have 7 days left.

What if my medicine runs out early?

Call your clinic for help if you run out before you can get a refill.

When to call your primary care clinic

- High fever that does not improve
- Signs of infection (redness, swelling, pus).
- Worsening pain that does not improve.
- Vomiting that does not stop.

When to go to urgent care or the ER

- Trouble breathing
- Chest pain
- Severe bleeding
- Loss of consciousness

Community health resources

There are many local resources to help you. These may include women's health services, child and family care, transportation help, and digital navigator support.

Medication refills

- Call your clinic a few days before you run out of medication.
- Ask for refills online through MyChart
- Call the clinic if a medication is lost or runs out early.

Local support options

- Medical Clinic
- Food Pantry
- Library
- Home
- Community Center
- Local medical clinics
- Food assistance
- Free library computers and Wi-Fi
- Community centers and shelters

Your primary care clinic information

Name: _____
Phone: _____
Hours: _____

Scan the QR code for more local resources:



For more community resources, scan the QR code or visit us at closingthehealthgap.org



Follow up

After your visit, review instructions, schedule follow-ups, and call your clinic if symptoms worsen or if something is unclear. Remember: You know your family best. It is okay to ask for help. **Your voice matters in your care.**