Module “Do” Session 2

Do Your Part in Following the Plan
KWL Group Informal Assessment

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<th>What I Know</th>
<th>What I Want to Know</th>
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<td>What do you know about managing important information?</td>
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<td>What do you want to know?</td>
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Scheduling an Appointment and Transportation
Scheduling an Appointment

Schedule a Medical Appointment
Scheduling an Appointment

Role Play Example: Scheduling an Appointment

1. Gather the items you will need to make an appointment at your doctor’s office.
2. Use the following script, practice making a phone call with a partner who acts the role of a doctor’s office receptionist.
3. Write down the information you receive in your calendar. Reverse roles.

You Will Need:
- Cell phone
- Pen
- Calendar
- Your insurance card number
- Your doctor’s name and phone number

Hello, my name is [say your name]
I would like to schedule an appointment with Doctor [__________]

What is your date of birth?
What is your insurance number?
Monday March 2nd at 2:00 p.m. is available.

Check Your Calendar. If this day/time is not good for you, I can’t make that. Do you have another day/time available?
If you need accommodations (like a lift or translator) say:
Can your office accommodate my need for a [__________]

The receptionist will answer your questions as you ask them. Make sure to write the answers down in your calendar.

How to use the Role-Play Template: Use this template as a script with 2 or more individuals. Cell phones and a calendar or appointment book can be used as props. Individuals may also use the blank template to customize scenarios. Have individuals practice listening and writing down information. Reverse roles and repeat. Use the “confidence meter” before and after each role-play session to track progress.

Calendar • Benefit Card

JULY

Date and time of appointment: July 10 10:30 a.m.
What the appointment is for: To find out why I have an earache

Doctor’s Name: Dr. Miller
Doctor’s address: 215 Main Street
Doctor’s Phone: 44-4321

Transportation: Medicaid taxi
Pick-up time: 12:30 Number to call if there is a problem: 44-1234

How to use the Calendar and Benefit Card: Use this calendar and benefit card as a guide during role play to practice writing down the date and time of an appointment and to become familiar with your benefit card.
Scheduling Transportation
Scheduling Transportation

Role Play Example: Scheduling Transportation

1. Gather the items you will need to schedule transportation for a medical appointment.
2. Use the following script, practice making a phone call with a partner who acts the role of a transportation scheduler.
3. Write down the information you receive in your calendar. Reverse roles.

You Will Need:

- Cell phone
- Pen
- Calendar
- Your insurance card/named
- Your doctor's name & address
- Your appointment date and time

Hello, my name is: (say your name)
I would like to schedule a ride to a medical appointment on
(say the date and time of your appointment)
I am going to (say the name and address of the doctor)

What is your Medicaid ID number?
And what is your current address and phone number?

(Check Your insurance card and glue information)
My Medicaid number is: (say your Medicaid number)
My address is: (say your address)
My phone number is: (say your phone number)
What time will I be picked up? (write in calendar)
What number should I call if there is a problem? (write in calendar)

(The scheduler will answer your questions as you ask them.
Make sure to write the answers down in your calendar)

Before you hang up the phone....
Repeat the information back to the scheduler:
My ride will pick me up at (say your address)
On (say date/time)
And bring me to (say doctor's address)
The number to call if there is a problem is (say phone number)

...Thank you!

How to use the Role-Play Template: Use this template as a script with 2 or more individuals. Cell phones and an calendar or appointment book can be used as props. Individuals may also use the blank template to customize scenarios. Have individuals practice listening and writing down information. Reverse roles and repeat. Use the "Confidence meter" before and after each role-play session to track progress.

Calendar • Benefit Card

Date and time of appointment:
July 10
1:30 p.m.

What the appointment is for:
To find out why I have an earache

Doctor's Name: Dr. Miller
Doctor's address: 25 Main Street
Doctor's Phone: 445-5521

Transportation: Medicaid taxi
Pick up time: 12:15
Number to call if there is a problem: 445-1234

How to use the Calendar and Benefit Card: Use this calendar and benefit card as a guide during role play to practice writing down the date and time of an appointment and to become familiar with your Medicaid card.
Role Play

- Pick a partner
- Select a scenario:
  - Scheduling an appointment
  - Scheduling transportation
- Use a role play template with partner
- If time permits, reverse the roles
End of Session

Congratulations!
Module “Do” Session 3

Do Your Part in Following the Plan
Paperwork at the Sign-In Desk
Ever been confused?
Video Paperwork at the Sign in Desk

Paperwork at the Sign in Desk
Paperwork at the Sign in Desk

Role Play Example: Paperwork at the Sign in Desk

1. Sample “HIPAA” and the “Consent to Treat” forms are placed on a clipboard and given to the individual who plays the role of the office receptionist. The sample insurance card is given to the individual who plays the role of the patient.

2. Using the following script, practice the back and forth exchange that occurs when signing in for a medical appointment. Practice signing and dating the forms. Reverse roles and repeat.

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You Will Need:
- Clipboard
- “HIPAA” form
- “Consent to Treat” form
- Insurance card
- Pen or pencil

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Office Receptionist

Hello, my name is [say your name].
I have an appointment at [say time of your appointment].
I am here to see [say name of your doctor].

Ok, let’s take care of some paperwork:
Signing the “Consent to Treat” form gives us permission to provide medical care. The “HIPAA” form gives us permission to share your health information with the insurance company and with any other people that you list on the form.

You can list people in this section.
(Receptionist indicates section on the HIPAA form)
Signing the form gives us permission to share your health information with anyone who is listed in this section.
(Receptionist copies insurance card for office records)

Office Receptionist

I would like to list someone on my HIPAA form.
Where do I add that information?

Thank you!
(Remember to sign and date the forms. Be sure the receptionist remembers to return your insurance card)

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Office Receptionist

State of Florida
Agency for Health Care Administration
Florida Medicaid
Identification Card

123456789
YOUR NAME HERE

How to use the Role-Play Template:
Use this template as a script with 2 or more individuals, or use the blank template to customize scenarios. The insurance card and a clip board with the “HIPAA” and “Consent to Treat” forms are used as props. Have individuals practice signing the forms. Reverse roles and repeat. Use the “confidence meter” before and after each role-play session to track progress.

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How to use the Benefit Card:
Circle the ID number and the card number. Try to find this information on your own insurance card.
HIPAA & Consent to Treat

HIPAA Form

- Patient Name
- Date of Birth
- Phone Number
- Address

Who will give your information

Who will get your information

Consent to Diagnostic and Medical Treatment

Consent to Diagnostic and Medical Treatment

- Consent to Diagnostic and Medical Treatment
- Consent to Psychological Treatment
- Consent to Treatment of Mental Health
- Consent to Treatment of HIV

Sign here:

- Patient Name:
- Sign here:
- Date:

How to use the forms

Practice signing and dating the HIPAA and Consent to Treat forms.

Paperwork at the Sign-in Desk | Leslie Plak HealthyTransitionsNY.org
Role Play

• Pick a partner
• Choose a role:
  – Receptionist
  – Patient
• Role Play
• Reverse Roles
• Share with the Group
End of Session

Congratulations!
GLADD

Do Your Part in Following the Plan
Managing Medications
Which pill is this?
How many was I supposed to take?
What was this for?
Video: Medications

Bringing Medications
MyMedSchedule.com

Free reminders and medication schedules!

Use MyMedSchedule.com to create free, easy-to-read medication schedules.

- Print schedules that are easy to create, read and update
- Receive reminders to take your medications by text or email
- Set refill reminders—reorder your prescriptions before they run out
- Keep track of your daily medications—strengths, dosage and purpose
- Bring your pill schedule to all your doctor appointments
- Maintain medicine schedules for yourself and family members

Save Money on Your Medications

Learn More
Video: MyMedSchedule.com

Using
MyMedSchedule.com
Need help with medications?
Prescription Labels and Organizers

http://healthytransitionsny.org/skills_media/video_show
Calling In a Prescription Refill

Role Play Example: Calling in a Prescription Refill

1. Gather the items you will need to call in a prescription refill.
2. Using the following script, practice making a phone call with a partner who acts the role of the pharmacist.
3. Reverse roles and repeat.

You Will Need:
- Cell phone
- Prescription bottle with label

YOU

Many pharmacists use voice mail. You can follow the voice mail prompts:
- “To refill a prescription press 1” (press 1 on your keypad)
- “Use the touch pad on your phone to key in the prescription number followed by the pound sign” (enter prescription number on label)
- Or simply press “0” to speak to the pharmacist

Hello, my name is [say your name]. I would like to call in a prescription refill.

Do you have your prescription number?

Pharmacist

YOU

Check your prescription label and give information:
- My prescription number is [read number from prescription label]
- When will my prescription be ready?

The pharmacist will tell you when your prescription will be ready.

He may ask you if you want it delivered or if you will pick it up.

YOU

Tell the pharmacist how you will get your prescription:
- “Yes, I’d like to have the prescription delivered, please”
- “Thank you, I will pick it up”

Pharmacist

How to use the Role-Play Template: Use this template as a script with 2 or more individuals. Cell phones and a prescription bottle can be used as props. Individuals may also use the blank template to customize scenarios. Have individuals practice reading information from the prescription label. Reverse roles and repeat. Use the “confession儒家” before and after each role-play session to track progress.

How to use the Prescription Label

Familiarize yourself with all of the information that is included on a prescription label.
Role Play

• Pick a partner
• Choose a role:
  – Pharmacist
  – Patient
• Role Play
• Reverse Roles
• Share with the Group
Round Robin

• Name which tool you thought was most helpful and why.
# KWL Group Informal Assessment

## Tools for skill practice:
- Scheduling an appointment/transportation
- Paperwork at the sign-in desk
- Managing medications
  - Brown bag
  - My med schedule
  - Prescription labels/refills

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**KWL Chart**

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**How to use the KWL Chart:** The first two columns are filled in at the beginning of a unit to find out what learners already know about a topic, and what they want to know. The last column is filled in at the end of a unit. It can be used to identify mastery of a topic at a wide range of individual skill and ability levels.
“Do”

Do your part in following the plan

Practice at Home:

1. Finish filling out My Health Passport or have a friend or family member help you. Put it in a special place so you’re sure to remember to bring it along on your next doctor visit.

2. Schedule or confirm some type of appointment, such as dentist, doctor or hair. If this is not possible, just call a friend and ask them to practice scheduling an appointment with you. Use the skills you have learned. Write down, record or draw how it went and if you had any problems.

3. Make a list of any current medications you are taking, utilizing one of the tools demonstrated or make a personal health diary using pictures.
End of Session

Congratulations!