

THE SAVVY HEALTH CARE SHOPPER

# GETTING HIGH-VALUE HEALTH CARE



*"I want to make sure I'm getting the right care for me, when I need it."*

*"I want to feel respected, listened to and understand the care I'm getting"*

*"I don't want to pay more than I have to for health care."*

**QUALITY**



**PATIENT EXPERIENCE**



**COST**



|                               | QUALITY   | PATIENT EXPERIENCE   | COST  |
|-------------------------------|---|--|---|
| <b>DURING OPEN ENROLLMENT</b> | Compare the quality of medical groups and hospitals in your network at <a href="http://www.wacommunitycheckup.org">www.wacommunitycheckup.org</a> | Compare patient experience at clinics and medical groups in your network at <a href="http://www.wacommunitycheckup.org/your-voice-matters">www.wacommunitycheckup.org/your-voice-matters</a> | Make sure all of your doctors, medical groups and hospitals are in your health plan's network.          |
| <b>BEFORE A VISIT</b>         | Come prepared with a list of issues and questions that are important to you.  | Consider what you think is important for this visit.   | Visit your primary care provider or urgent care clinic instead of the emergency room whenever possible. |
| <b>DURING A VISIT</b>         | Make sure you understand your diagnosis and any recommended treatments.   | Ask questions and take notes.  | Ask about cost and alternatives for any recommended test, procedures or medications.                    |
| <b>AFTER A VISIT</b>          | Stay on top of your health by following your doctor's advice and taking prescribed medications.   | If your expectations aren't being met, talk with your doctor about your concerns or think about finding a new doctor.  | Make sure your providers and hospitals are in-network for any recommended follow-up procedures.         |

**BECOME A SAVVY HEALTH CARE SHOPPER.**

**We should all be savvy shoppers when it comes to our health. You have the right to demand high-value care at every step. Visit the Community Checkup to learn more: [www.wacommunitycheckup.org](http://www.wacommunitycheckup.org).**

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