



HCSP FACT SHEET

HCV ADVOCATE

• BEING AN EFFECTIVE HEALTHCARE CONSUMER •

Calling Your Medical Provider

If you have ever found yourself frustrated when trying to reach your medical provider, here are a few tips:

- In one or two sentences, write down the reason for your call.
- List the symptoms and how long you have had them.
- Have your calendar, pen, and paper available before you make the call.
- Make your call first thing in the morning.
- Write down the name of whom you spoke with. This may be a nurse, receptionist or answering service.
- Ask when you might expect a return call.
- Leave the phone number that has the best chance of getting through to you over the course of a day. For many people this is a mobile phone number. Few of us are in one place all day.
- Keep the phone line clear as much as possible.
- If the call is for a prescription refill, leave the name of the medication, the dose, amount, prescription number and the name and phone number of your pharmacy.
- If the reason for your call can be resolved with a return message, state clearly if it is okay to leave a recorded message or to give the message to someone else who answers your phone.

If your problem is serious or potentially life-threatening, call 911 or have someone take you to the nearest hospital. Examples of emergency situations that usually require an ambulance:

- Any symptom of a heart attack: severe chest pain, sweating, shortness of breath
- Severe bleeding or blood loss
- Breathing difficulties or unconsciousness

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The information in this fact sheet is designed to help you understand and manage HCV and is not intended as medical advice. All persons with HCV should consult a medical practitioner for diagnosis and treatment of HCV.

This information is provided by the Hepatitis C Support Project a nonprofit organization for HCV education, support and advocacy

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- Seizures
- Severe injury or poisoning

Note: Report thoughts about suicide to a medical or mental health professional. If you have a suicide plan, call 911

Some useful numbers to have near the phone:

- 911
- Medical Provider
- Poison Control
- Hospital
- Pharmacy
- Medical Insurance ID card

Related publications:

- **Choosing a Medical Provider**
www.hcvadvocate.org/hepatitis/factsheets_pdf/choosing.pdf
- **Medical Appointments**
www.hcvadvocate.org/hepatitis/factsheets_pdf/med_appointments.pdf
- **Medication Guidelines**
www.hcvadvocate.org/hepatitis/factsheets_pdf/med_guidelines.pdf

For more information

- | | |
|---|--|
| <ul style="list-style-type: none">• Centers for Disease Control and Prevention
www.cdc.gov• HealthFinder
www.healthfinder.gov | <ul style="list-style-type: none">• Help4Hep
(877) HELP4HEP (877) 435-7443
www.help4hep.org• Hepatitis C Support Project
www.hcvadvocate.org |
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Visit our websites to learn more about viral hepatitis:

**www.hcvadvocate.org • www.hbvadvocate.org
www.hepatitistattoos.org**

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