



MANAGED HEALTHCARE NORTHWEST, INC.

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Tips on Choosing a Primary Care Physician

Choosing the right doctor for your family's needs is a key factor in receiving good medical care. The best time to find a doctor is before you really need one. The process of finding the right doctor begins with asking appropriate questions and gathering information. The Provider Relations Representatives at Managed HealthCare Northwest, Inc. (MHN PPO) are available to assist you. Call us at (503) 413-5800, 8:00am to 5:00pm, Monday through Friday, to find physicians participating on the MHN PPO panel. Members can also find physicians by searching the MHN website at www.mhninc.com. When choosing the best possible doctor for you and your family, consider the following.

Step One: Beginning the Process

- Decide what type of doctor you need. Common primary care specialties include: Family Practice (treats patients of all ages), Internal Medicine (generally treats adults), and Pediatrics (treats infants, children and adolescents to about age 21) and Geriatrics (treats older adults).
- Ask friends, family members, neighbors and co-workers who they recommend.
- Call the MHN Provider Relations Department at (503) 413-5800 to obtain a list of participating physicians close to your work or home.

Step Two: Choosing the Right Doctor

- Call the physician's office to find out detailed information about doctors you are considering. Things to consider include office location and hours, whether there are other physicians or clinicians in the clinic who will see you when your physician is unavailable, and whether the doctor accepts your medical insurance.
- Ask whether the doctor will schedule or will require a brief "get acquainted" visit so you can find out if he or she is right for you. Also ask if you will be charged for this meeting.
- If you like, contact the Oregon Medical Board at (877) 254-6263 or www.oregon.gov/BME to check the doctor's credentials including license status, license restrictions, medical education and Oregon malpractice history. The Oregon Medical Board licenses all physicians practicing in Oregon.

Step Three: Making Your Final Selection

- Go to your first appointment prepared with a list of your questions in order of importance. Don't be shy about asking anything you think is important.
- Tell your doctor about your lifestyle, habits, past medical history and family medical history.
- Ask which hospitals and specialists the doctor typically uses, especially if you have a specific medical condition.
- Ask how after hours medical emergencies are handled and where you go for service.
- Find out how payment is handled and whether the office staff files insurance claims. MHN PPO Physicians will file claims for MHN PPO Members with their primary insurer.

Step Four: Communicating With Your Doctor

- Your doctor will want to know as much as possible about your past and present medical condition. Prior to your first visit, make a list of any prior medical treatment, as well as the names and dosage of any medications you are taking including vitamins, herbs and supplements. Once you make your final selection, arrange to have your prior medical records forwarded to your new doctor's office.
- If you currently have a medical problem, let your doctor know how you are feeling in as much detail as possible. Be clear about your expectations for treatment.
- Ask direct questions. Listen carefully and question anything you don't understand.
- Take your time. Don't end the visit until you are sure you understand your doctor's directions and what additional treatment (if any) you can expect.