



# TriHealth Health Care Guide



[TriHealth.com](https://www.trihealth.com)

# My Family's Need-To-Know Info

<b>Closest Emergency Department</b>	Address: Phone #:
<b>Closest Urgent Care</b>	Address: Phone #:
<b>Primary Care Physician</b>	Name: Phone #:
<b>Pediatrician</b>	Name: Phone #:
<b>Dentist</b>	Name: Phone #:
<b>Health Insurance</b>	Health Insurance Plan: Phone #: Member ID:

MEDICATION LIST			
Family Member	Medication/Amount	Directions	What For
(ex: Emma)	(ex: Cetirizine – 5 mg)	(ex: Take one pill per day)	(ex: Seasonal allergies)

ALLERGY LIST			
Family Member	Allergy	Symptoms	What To Do
(ex: James)	(ex: Peanuts)	(ex: Hives, throat swelling, dizziness)	(ex: Use epinephrine injector and call 911)



# How to Select a Primary Care Physician

A primary care provider is a physician or nurse practitioner who is your health care partner. He or she will see you for routine check-ups, will help manage chronic illnesses, interpret test results and will treat you when you're sick or injured. The relationship you have with your PCP will help you on your road to a lifetime of health and wellness.

There are times when you might need to find a new PCP. We've assembled some questions to simplify the process.

#### **When starting your search for a new PCP ... find out:**

- Which doctors are in my health insurance network?
- Should I search for a doctor who has additional training in a particular area (e.g., sports medicine)?
- Where is the provider located, and how far am I willing to travel for appointments?
- Is the doctor connected to a fully-integrated health care system?

#### **When making your first appointment ... ask:**

- Is the doctor accepting new patients?
- Are evening or weekend appointments available?
- What is the cancellation policy?
- How long do appointments usually last?

- Are there any special instructions (e.g., should I be fasting for blood work, should I bring my medication bottles to appointments)?

#### **When you're at your first appointment ... ask yourself:**

- Do I feel comfortable around the doctor?
- Am I encouraged to ask questions?
- Does the doctor take time to answer my questions?
- Does the doctor explain things in a way I can understand?
- Is my personal history taken into account when the doctor makes recommendations?
- Did the doctor spend enough time with me?

No matter where you live, TriHealth primary care physicians and nurse practitioners (your healthcare providers) are nearby. We provide primary care with expertise you can trust.

You can find a TriHealth primary care doctor near you by calling **513 246 7000** or visiting **TriHealth.com**.

# Top 5 Questions to Ask Your Primary Physician

Whether you're seeing your primary care physician (PCP) for the first time or the 50th time, there are some questions you should always ask your doc to get the most out of each appointment.

1

## Do I need to make any changes to my medications?

Bring with you a full list of all over-the-counter and prescription medications you are taking and verify with your doctor whether they're all still necessary. Your PCP may recommend changing your medications, adjusting a dosage or switching to a less expensive alternative.

2

## Are my supplements worth taking?

According to the National Institutes of Health, more than half of all Americans take one or more dietary supplements daily or on occasion. But not all of these supplements are necessary and some can even be dangerous when taken in excess or in conjunction with certain medications. To ensure you're safely using supplements, bring in a detailed list of all supplements you take and ask your PCP to look it over.

3

## Am I up-to-date on my vaccinations?

Vaccinations aren't just for kids and flu season. For example, it's recommended that all adults receive a Td booster shot every 10 years to protect against tetanus and diphtheria. Ask your doctor if you're due for any vaccines in order to stay protected against serious diseases.

4

## What should I work on before my next appointment?

Ask your doctor for goals you should work on between appointments. He or she might suggest making healthy changes like losing weight, starting a walking program or quitting smoking. Taking proactive steps for your health can help prevent certain conditions and may reduce the frequency of doctor visits.

5

## When should I schedule my next appointment?

There are certainly reasons to visit your PCP aside from those times when you're sick. For example, depending on your age and risk factors, you may be advised to make an appointment for a preventive health screening such as a blood pressure or cholesterol test. Confirm with your doctor how frequently you should come in for a well exam. When making appointments for your child, be sure to ask about the recommended schedule for well-child visits.



## What to Consider When Choosing a Doctor for Your Child

The relationship between doctor, parent and child is an important one that can last from birth through childhood and beyond. Whether you're looking for a doctor for your newborn or your older child, below are a few factors to consider.

### **Pediatrician or Family Medicine Doctor**

You'll need to decide when looking for a doctor whether you want your child to see a pediatrician or if you prefer a family medicine doctor for your entire family. But what's the difference between the two?

**Pediatrician** — Pediatricians are doctors who are specially trained to care for newborns, infants, children, adolescents and young adults. They provide many of the same services as family medicine doctors.

**Family Medicine Doctor** — A physician or nurse practitioner who sees children and adults. They provide preventive care and make referrals to specialists when necessary. The main advantage of a family medicine doctor is that your child can continue seeing their doctor through adulthood.

### **Appointment Considerations**

When evaluating a potential doctor for your child, consider the following:

- ✓ How does your child respond to the doctor?
- ✓ Does the doctor take time to answer your questions or address your concerns?
- ✓ Is the office staff helpful?
- ✓ Is the waiting room kid-friendly?

### **Ready to make an appointment?**

Find the right doctor for your child by calling **513 569 5400** or visit **TriHealth.com** and click on the Find a Doctor tab.


# Emergency room, urgent care or doctor visit? Know where to go when you need care

When you're in pain or feeling sick, where should you go for health care? Choosing the right place at the can help you get the care you need — and possibly save you time and money.



Make an appointment with your health care provider for the following:

- A same-day follow-up appointment for further testing of illnesses
- Colds and flu
- Screenings and vaccinations
- Preventive and routine care
- Managing health conditions (diabetes, asthma, heart disease, etc.)
- Referrals to specialty care

 Typically open during regular business hours  
Call **513 246 7000**


Go to an urgent care clinic (called Priority Care clinics at TriHealth) for prompt treatment for an illness or injury that's not life-threatening, such as:

- Colds and flu, earache, sore throat, headache, low-grade fever and rashes
- Minor injuries, such as sprains, minor cuts and burns

 Extended hours during evenings and weekends  
Call **513 346 3399**

Call 911 or go to the nearest hospital if you believe a situation is life-threatening. Symptoms that generally signal an emergency include:

- Uncontrolled bleeding
- Seizure or loss of consciousness
- Shortness of breath/trouble breathing
- Chest pain or squeezing sensation in the chest
- Sudden numbness/weakness, slurred speech or visual changes
- High fever with headache and stiff neck
- Head injury or major trauma
- Severe burns
- Intense pain
- Poisoning or suspected overdose
- Severe reaction to an insect bite, medication or food

 Open 24/7; ER wait times may be longer for minor conditions

## What if your child has a fever?

Call the doctor right away if your child:

- Is younger than 3 months old and has a temperature above 100.4°F
- Has a fever that rises above 104°F at any age
- Has other symptoms, such as a stiff neck, unexplained rash, trouble breathing, repeated vomiting or diarrhea, has had a seizure, or is unusually drowsy or fussy

## Find Care at TriHealth

Remember, if it's an emergency, call **911** immediately. For urgent care needs, stop by a TriHealth Priority Care location or call ahead by dialing **513 346 3399**. For other medical needs, make an appointment with TriHealth Primary Care by calling **513 246 7000**.

# How to Prepare for Cold and Flu Season

Every year in the fall and winter months, it comes again — cold and flu season. Sore throat, coughing and muscle fatigue can make this time of year miserable. But it doesn't have to. Reduce your chancing of getting sick this season by following these tips:

## Healthy Prevention

There is no cure for the common cold or the flu. However, there are ways to help stop symptoms before they start.



**Wash your hands.** It's one of the best ways to prevent getting sick. The Centers for Disease Control and Prevention (CDC) recommends scrubbing your hands with soap and water for at least 20 seconds. To help children remember, tell them to wash their hands for as long as it takes to sing the "Happy Birthday" song twice. An alcohol-based hand sanitizer can help rub away germs if soap and water aren't available.



**Strengthen your body's defenses.** Exercise at least 30 minutes a day and get enough sleep to help boost your immune system (seven to eight hours for most adults). Eating a well-balanced diet can also help ward off illness.



**Avoid people who have a cold or the flu.** This is easier said than done since adults may be contagious one day before symptoms develop and up to five to seven days after becoming sick.



**Get vaccinated.** The best way to prevent getting the flu is to get an influenza vaccine each fall. Talk to your doctor before getting a flu shot if you have an allergy to eggs or any ingredients in the vaccine. If you have questions, consult your health professional.



## Take Care of Yourself

If you do get sick this season, treat your symptoms and get plenty of rest. Stay home from work or school so you don't infect others. In some instances, flu symptoms can turn serious. Contact your doctor if you experience prolonged fever, symptoms that last for more than 10 days, trouble breathing or pain or pressure in your chest.

# 7 Ways to Be a Savvy Health Care Patient

Being proactive about your health care can help you get more out of your care and control the costs you pay. Try these tips:

**1 Know your deductible amount.** If you have questions, check your plan materials or call your health insurance company. Find out how to track your deductible amounts online so you know how much you've paid toward the deductible, and how much is left to pay.

**2 Save money for health care.** It's a good idea to save money for the purpose of covering your deductible so you're ready for health expenses that pop up. Save money in a health savings account (HSA) if you have an eligible high-deductible health plan. With an HSA, the funds roll over from year to year so you can use it now or let it grow for future health expenses.

**3 Choose the right place for care.** If it's not an emergency, save money by making an appointment with a doctor or visiting urgent care. You'll typically pay a lot less for a primary or urgent care visit compared with a visit to emergency care.

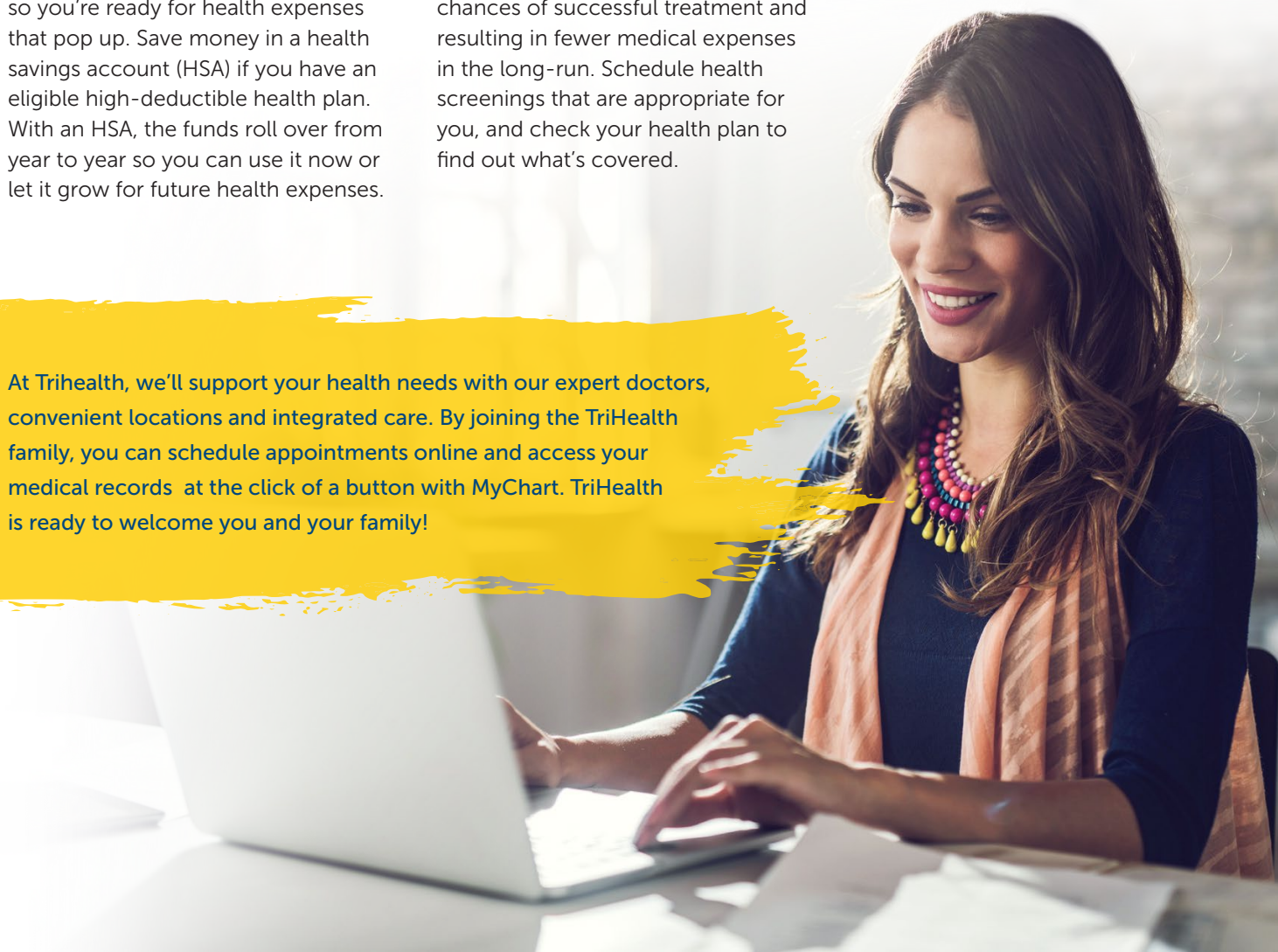
**4 Ask about generic medication.** Many medications are available in generic form, which can be significantly cheaper than the brand-name variety but are just as effective.

**5 Don't skip those screenings.** Screening tests can detect health problems early, likely improving your chances of successful treatment and resulting in fewer medical expenses in the long-run. Schedule health screenings that are appropriate for you, and check your health plan to find out what's covered.

**6 Check your plan for free programs and discounts.** You may have access to programs and discounts such as gym membership reimbursements, weight-loss program discounts and rewards for healthy diet and lifestyle choices.

**7 Review your medical bills.** Be sure to look over your bill after receiving it to ensure the dates and services provided are accurate. Check with your health insurance plan if you have questions about what's covered by your plan and the costs you pay.

At Trihealth, we'll support your health needs with our expert doctors, convenient locations and integrated care. By joining the TriHealth family, you can schedule appointments online and access your medical records at the click of a button with MyChart. TriHealth is ready to welcome you and your family!







## Phone Directory

Medical Emergencies .....	911
Poison Control .....	1 800 222 1222
Priority Care (Urgent Care) .....	513 346 3399
Primary Care .....	513 246 7000
Find a Doctor .....	513 569 5400
Information .....	513 569 1900
Billing Questions .....	513 569 6117 or 800 234 5143
Scheduling for Outpatient Testing.....	513 569 6777 or 513 569 6602
Telecommunications Device for the Deaf (TDD) .....	513 862 1902
TriHealth Corporate .....	513 569 6111

### Hospitals

Bethesda Butler Hospital .....	513 894 8888
Bethesda North Hospital .....	513 865 1111
Good Samaritan Hospital .....	513 862 1400
McCullough-Hyde Memorial Hospital .....	513 523 2111
TriHealth Evendale Hospital .....	513 454 2222

### Ancillary Locations

Bethesda Arrow Springs .....	513 282 7000
Good Samaritan Western Ridge .....	513 246 9800
Priority Care Anderson, Glenway & Mason .....	513 346 3399
Good Samaritan Hospital Free Health Center .....	513 246 6888
TriHealth Beechmont Anderson .....	513 246 1000
TriHealth Kenwood .....	513 346 1400
Good Samaritan Glenway .....	513 862 5701
TriHealth Fitness & Health Pavillion .....	513 985 0900
TriHealth Corporate Health .....	513 891 1622

### Institutes

TriHealth Cancer Institute .....	513 853 1300
TriHealth Digestive Institute .....	513 794 5600 (Ohio) 812 537 5558 (Indiana)
TriHealth Heart Institute .....	513 865 2222
TriHealth Neuroscience Institute .....	513 853 5500
TriHealth Surgical Institute .....	513 853 9000
TriHealth Women's Services .....	513 475 4500