

Scheduling a Doctor's Appointment

Read the phone conversation. Fill in the blanks with the information from the Social Security Card and the Health Insurance Card.

The patient's birthday is January 1, 1983. His phone number is (916) 555-8720. He wants to make an appointment when his children are at school. His children are at school between 9am and 3pm. He wants to see the doctor before his children go on a school break next week.

	
Member: John Doe	Program: MSCAN
Member ID #: 00000999999999	
Primary Care Provider (PCP) Name: John Doe Phone: (999) 999-9999	
RXBIN: 004336	RXPCN: MICAIDMS
RXGRP: RX6436	



Doctor's Office:	Dr. Singh's office. This is Monica.
Patient:	Hi, I'd like to schedule an appointment
Doctor's Office:	Have you seen the doctor before?
Patient:	No, I'm a new patient
Doctor's Office:	Ok, Who's your insurance provider?
Patient:	It's _____
Doctor's Office:	Ok, can I have your member ID number?
Patient:	Yes, it's _____
Doctor's Office:	Can you spell your first and last name for me?
Patient:	My first name is _____. It's spelled _____. My last name is _____. It's spelled _____.
Doctor's Office:	What's your date of birth?
Patient:	_____
Doctor's Office:	What's a good number to reach you at?
Patient:	_____
Doctor's Office:	Thank you. When would you like to schedule an appointment?
Patient:	Anytime between 9:30am and 3pm
Doctor's Office:	Ok, I have an opening at 10am in two weeks on Thursday.
Patient:	Do you have anything sooner?
Doctor's Office:	I have an opening this Friday, but it's at 8:30am. Would you like that appointment?
Patient:	Umm, yes. I can make that work.

Doctor's Office:	Ok, I've got you down for 8:30 this Friday. You need to come 15 minutes early to fill out some paperwork. Bring your ID and your health insurance card. Is there anything else I can help you with today?
Patient:	No, that's all. Thank you.

When is the doctor's appointment? _____

What time should the patient arrive? _____

What should the patient bring? _____

Find your health insurance card and your Social Security Number. Practice making a doctor's appointment with your tutor or a family member.