



1

Objectives

- Trends
- The New Doctor-Patient Relationship
- Doctor-Patient Dynamics
- Know Your Family History
- Starting a Health Journal
- Working with Your Pharmacist
- Tape Recording
- Discussing Difficult Topics
- Resources

2

Trends

Medical education has changed and so has the practice

Pros	Cons
<ul style="list-style-type: none">▪ Access to specialists▪ Increased diagnostic abilities▪ Team approach▪ More coordinated care may keep costs down▪ Patients empowered to be in control of health care they receive	<ul style="list-style-type: none">▪ Intimate relationship lost▪ No more house calls▪ Less likely you will see the same doctor▪ You must keep your own health history

3

The New Doctor-Patient Relationship



AnthemEAP

- Treatment by more doctors
- Responsibility for your health care is yours
- Doctors order more tests
- Many are part of large group practices
- Patients have access to medical knowledge
- Doctors are using alternative communication systems
- Your doctor counts on you to speak up
- Value of electronic medical records

4

4

Doctor-Patient Dynamics

- Doctors may:
 - Talk more than listen
 - Focus on only physical and not emotional health
 - Provide general information without explaining more complicated medical information
- Patients may:
 - Not follow doctor's instructions
 - Not discuss supplements or other treatments they take on their own
 - Be demanding



AnthemEAP

5

5

Before

- Know your and your family's health history
- Have a written record of your full medical history
- Be prepared to give specific details about symptoms
- Report all medications, supplements or remedies you are taking
- Be informed – do some of your own reading or research if you know you have a specific illness or condition



AnthemEAP

6

6

During

- Don't try and remember everything – take notes
- Ask questions if the doctor uses terms you don't understand
- Accept realistic goals and treatment options
 - Understand the good and bad effects of each treatment
- Always ask if there are other options
- Find out what, when and where for follow-up treatment or visits



AnthemEAP

7

After

- If your doctor requests tests or screenings, make sure you do them
- If something is not working, or does not seem right, let your doctor know promptly
- If your doctor asks you to call in a week to report how you are doing, do it



AnthemEAP

8

Know Your Family History

It is important to know your family's medical history in these areas:

Cancer	Kidney disease
Heart disease	Alcoholism or other substance abuse
Diabetes	Birth defects
Asthma	Vision loss
Arthritis	Hearing loss
Mental illness	Learning disabilities
High blood pressure	Mental retardation
High cholesterol	Miscarriages or stillbirths
Stroke	

AnthemEAP

9

Starting a Health Journal

- **What is a Health Journal?**
 - A complete record of your health
 - Documents treatments, surgeries, allergies, medications
 - All important dates
- **Why is it helpful?**
 - Every time you visit your doctor or see a specialist you will have a full accurate record of treatment
 - Sometimes recalling times and details is difficult if you are in a stressful situation
 - If a family member is incapacitated, a written history is helpful to the caregiver or family member
- A sample health journal can be found at:
 - <https://familyhistory.hhs.gov/fh-web/home.action>

AnthemEAP

10

10

Working with Your Pharmacy



- Try to use one pharmacy to fill prescriptions
- They are able to alert you to drug interactions if you are taking more than one
- Tell your pharmacist if you are taking supplements or herbal remedies to make sure they will not affect or interact with your prescribed medications

AnthemEAP

11

11

Tape Recording

Ask permission

When to tape record a conversation with your doctor:

- For complex issues
- For emotional issues

Difficult to listen and take notes

Recordings allow you to share with family members who cannot be there



AnthemEAP

12

12

Discussing Difficult Topics

Ask the questions you really want to know the answers to

Practice talking about end of life decisions

Discuss which family members you will allow to be present and which ones you would prefer not to be present

Make a list of the hardest medical topics for you to talk about (e.g., permanent disability, dying and death)

Ask for privacy with your doctor for difficult topics

AnthemEAP

13

13

Resources

- www.familydoctor.org
- <http://www.nih.gov>
- <http://www.nejm.org/>
- www.heart.org
- <http://www.consumerreports.org/health>
- Apps:
 - Symple
 - Health Diary
 - MedAssist

AnthemEAP

14

14

Call Your EAP Today!
800-999-7222
Or go to our website at
AnthemEAP.com
Login: Fulton

How EAP Can Help ...

- Face-to-face counseling sessions
- Legal/Financial consultations
- Child/Eldercare consultation & referrals
- Daily life resources
- ID theft recovery
- Free credit monitoring
- myStrength – Health Club for Your Mind
- Comprehensive website
 - Resources
 - Self assessments
 - Health/wellness library
 - Legal forms


AnthemEAP

15

15

Questions?

Call Your EAP Today!
800-999-7222
Or go to our website at
AnthemEAP.com
Login: Fulton



AnthemEAP

EAP products are offered by Anthem Life Insurance Company. In New York, Anthem EAP products are offered by Anthem Life & Disability Insurance Company. In California, Anthem EAP products are offered by Blue Cross of California using the trade name Anthem Blue Cross. ANTHEM is a registered trademark. Use of the Anthem EAP website constitutes your agreement with our Terms of Use.
