



CARE COMPASS USA

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Care Compass Care Pathway Checklist

Care Compass Care Pathway Checklist is designed to Provide essential knowledge and information throughout the care pathway. Utilize it as a comprehensive guide for each stage of the care pathway: Before Care, At Care and After Care.

A. Before Care

- Decide where to go: Primary Care Doctor, Urgent Care, Specialist, or the ER
- Check that the doctor accepts your insurance plan
- Confirm your doctor is in-network before your visit
- Ask if they are taking new patients
- Ask when the first appointment is available and write it down
- Ask if they can provide an interpreter (it is usually free)
- Write down your symptoms clearly but briefly and list of questions
- Get information about your pharmacy (name, phone number, and address)
- Make a list of your medications, doses, and any allergies
- Gather your insurance card, ID, and past medical records if you have them
- Arrange a trusted person to join you, if you need help communicating
- Plan to arrive 10–15 minutes early

B. At Care

- Check in at the front desk with your name, appointment details, and insurance
- Confirm again if your doctor is in-network before your visit

Checklist Continues on the Back



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B. At Care - Continued

- You will likely be asked to sign a few forms, such as:
 - *Consent for treatment* — you agree to let the doctor examine and treat you
 - *Privacy notice (HIPAA)* — explains how your medical information is protected
 - *Financial responsibility* — you agree to pay for costs your insurance doesn't cover

Before you sign:

- *It's okay to ask staff to explain anything you don't understand*
- *It's okay to ask for a form in your language, or bring someone to help translate*
- *Read the form, even briefly — don't feel rushed*
- Share your previously written symptoms clearly, starting with what matters most
- Ask questions if anything is unclear including your previously written questions — it's okay to ask the doctor to explain again
- Ask about the cost of any tests, treatment, or medication before agreeing to it
- Before leaving, get your After-Visit Summary (AVS)
- Set up and confirm any follow-up appointments, tests, or referrals
- Make sure new prescriptions are sent to your pharmacy
- Ask about your copay or any other fee due before leaving

C. After Care

- Review your After-Visit Summary and any notes
- Pick up new prescriptions and take them as directed. If there is anything unclear, please ask the pharmacy staff
- Follow your doctor's instructions and any lifestyle changes
- Keep your own records of symptoms, medicines, and test results
- Call the office if you have new questions or forgot to ask something
- Watch for new symptoms or side effects - call 911 in an emergency
- When your bill arrives, compare it to your insurance's Explanation of Benefits (EOB)
- If you can't pay, call the billing office to ask about a payment plan or financial assistance