

# For Your Health

## Communicating with Your Doctor

**At Aetna, we believe there is nothing more important than your health. That's why we're pleased to give you information to help you manage your health.**

**Read on to learn more.**

To get the best possible health care, it's important to build a good relationship with your doctor. It starts with asking questions. By asking questions, you get the information you need to make the best decisions about your health.

If you'd like to improve communication with your doctor, you'll need to take some actions. It is up to you to make sure you understand what responsibilities you have as a patient.

- Are you prepared for your visit with the doctor?
- Do you need assistance communicating with the doctor or nurse?
- Do you sometimes leave an office visit without fully understanding what you are supposed to do?

It is important to ask questions so you can be an active partner in your health care.

### Are you a good communicator?

Communication is a two-way street. Do you prepare for your doctor visit by writing down why you're there? Do you get all the information you need to make the best decisions? Does your doctor take time to listen to your questions?

### Ask questions until you get answers you understand.

It's important to know what questions to ask when you have an office visit. Examples include your diagnosis, treatment and medicines. Or you may have questions about surgery or your hospital stay. The only way to be sure you understand what your doctor is saying is by asking.

**Don't be embarrassed to ask as many questions as you need to understand what is bothering you.**

### Repeat your questions (kindly).

Sometimes you have to be assertive to get the best care. Being assertive does not mean raising your voice. It means being persistent. Simply repeat a question or request until you get an answer you fully understand.

### Visit Your Personal Self-Service Member Website Online!

Your secure Aetna Navigator™ member website is available 24 hours a day, 7 days a week. Use it to perform common transactions involving your Aetna medical, dental, prescription drug or flexible spending account (FSA) plans. You can send an online message to Aetna Member Services, access claims, coverage, and general health information as well as decision-support tools. Log on to the Aetna Navigator site at [www.aetna.com](http://www.aetna.com).

Additional information is available on Aetna's consumer health information website, Aetna IntelliHealth, at [www.intelihealth.com](http://www.intelihealth.com).

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