

# You're in Charge Appointment Card

Name of my provider(s)

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Best way to contact my provider in case something urgent happens

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Location

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Hours of my provider's office

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Place where I get my labs done

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Pharmacy phone

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Pharmacy address

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Transportation Information

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Portal Information

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HIV support group phone

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## Questions You Can Ask Them: This Appointment is a Two-sided Conversation

Often it can feel like the provider is asking all the questions when you attend a visit, but you can ask questions too! It can sometimes be hard to remember all the things you want to ask once you're in the room, which is why it can be helpful to write questions down.

Some suggestions of how to remember questions you'd like to ask:

- Using an app on your cellphone (could be a designated app, or just the 'notes' section);
- Writing them down in a bulleted list with a pen and paper;
- Having a designated folder or notebook you bring to all your medical appointments;
- Keep a diary or journal;
- Using a picture or worksheet that either you created yourself or your provider's office gives you.

Since every person and their healthcare needs are different, many questions will be unique to each individual. Here are a few example questions that you might have for your provider:

- What do my labs results mean for me? What do they mean for my partner(s)?
- What else can I do to improve my health?
- How can I protect myself and others?
- How do these results compare to my last labs?
- When is my next appointment?
- When should my next labs be done?
- Are any of my symptoms from medication side effects?
- Is Injectable ART a better treatment option for me?

You can also use this time to ask to be referred to specialists or get individualized care. For example, asking for peer support, a nutritionist, a mental health provider, physical therapist, etc). Your questions should reflect what you want to get out of the appointment, and may be different than the ones listed here.






# YOU'RE IN CHARGE

## Preparing for your Healthcare Appointment



## Take Charge of Your Appointment: Work as a Team

It's important to speak up about any HIV health-related issues and other health issues that you are concerned about. You have the right to bring up your concerns and guide the discussion. For you and your provider to best work as a team, come prepared to your visits by:

-  **knowing your medications and the dosage you take, including knowing the date of your next injection if you are currently receiving Injectable ART.**
-  **keeping a list of medications you take;**
-  **making sure any lab work your provider requested is done prior to your visit;**
-  **being familiar with your past lab results;**
-  **having notes about any changes in health since your last appointment.**

Some things to consider to report to your provider are your:











-  **sleep habits;**
-  **appetite/ hunger;**
-  **eating habits;**
-  **overall mental health;**
-  **other healthcare providers you've seen;**
-  **exercise;**
-  **changes in living environment/housing situations;**
-  **substance use;**
-  **medication side effects;**
-  **anything else you think is noteworthy.**

Remember your provider may not ask you directly about each individual item, but you should feel comfortable bringing it up even if they do not.

## Questions Your Provider May Ask You: Prepare Yourself

Although every provider is different, there are certain things to keep in mind that your providers could ask you about. Some of these questions may catch you off guard. It is important to remember that your provider is just trying to get to know you and provide you with the best healthcare plan. To do that, some questions may feel uncomfortable or awkward to answer.

Your provider may ask you details that are intimate or that you think are private, and you have a right to speak up if you feel uncomfortable at any time. It is perfectly within your rights to ask your provider why they are asking about certain information. Some examples of questions they might ask are:

-  **What is your preferred gender pronoun?**
-  **Have you missed any doses of your HIV medications? If so, how many?**
-  **Have you had any new sexual partners?**
-  **What type of sex are you having?  
(Some providers will ask more specific questions about this)**
-  **Do you have any experience with trauma, violence, or intimate partner violence?**
-  **How do you protect your partners from HIV?**
-  **What birth control methods are you using?**
-  **Are you a person who uses drugs? If so, what type of drugs?  
How are you using them?**
-  **Have you relapsed recently?**
-  **Do you have any sexually transmitted infections (STIs),  
or have you had sex recently with anyone who has an STI?**

Being honest and open with your provider is the best way to get the right treatment and diagnoses. Speak up if you feel uncomfortable. It is not a provider's goal to make you feel uncomfortable.

## Resources

### General HIV Information

1-800-541-AIDS

1-800-233-7432 Spanish

### New York State Department of Health

[www.health.ny.gov/diseases/aids/](http://www.health.ny.gov/diseases/aids/)

1-800-541-AIDS English

1-800-233-SIDA Spanish

Call the HIV TTY/TTD Information Line at:

1-212-925-9560

Voice callers use the New York relay:

711 or 1-800-421+1220 and ask for 1-212-925-9560

### HIV Uninsured Care Program

Provides financial assistance for HIV care to anyone living with HIV, regardless of age.

Program Hours of Operation: M-F, 8 AM-5 PM

Toll Free: 1-800-542-2437 or 1-844-682-4058

If calling from out of state: (518) 459-1641

TDD: (518) 459-0121

### Condom Information

<https://www.health.ny.gov/diseases/aids/consumers/condoms/nyscondom.htm>

### PrEP Information

[www.PrEPforsex.org](http://www.PrEPforsex.org)

AIDS Drug Assistance Program (ADAP)

1-800-542-2437

HIV Confidentiality Hotline

1-800-962-5065

### Smoking Cessation Information

NY Smoke Free: <http://www.nysmokefree.com>

NYS Smokers' Quitline: (1-866-697-8487)