



# PHILLY HEPATITIS

## QUESTIONS YOU MIGHT WANT TO ASK ON THE PHONE

Picking out the right clinician or service provider in advance can save you a lot of time and stress. Below are some questions you might ask over the phone before making an appointment. You may be able to get some of these questions answered in advance by checking out the website of the place you are interested in.

1. Hello, I am interested in \_\_\_\_\_. Is this a service your office provides?

Note: Before you call, know what type of service you are looking for. Your first question should be to confirm the organization or office provides the service you need - whether it's testing, treatment, vaccination, education or something else.

2. Is your program currently accepting new clients?

3. What types of insurance does your office accept?

4. How long will I have to wait for a new appointment?

5. What days and times is your office open?

6. What public transportation stops are near your office?

7. Does your office have experience working with \_\_\_\_\_.

Note: If you have special language needs or want a doctor who is experienced with patients with certain needs (mental health or addiction issues, etc), asking before you arrive will help you figure out if the practice is a good match for you.