

Insurance and Finances

- Does the office accept your insurance? The list of adult providers is not complete. A list of covered providers can usually be found on your insurance provider's website. It's best to confirm with the office.
- Is there financial assistance available (e.g. for payment plans) for out-of-pocket costs?
- What happens if you are admitted to the hospital? Does the office provide consultation services at certain hospitals, and, if so, are you comfortable going there? Do they do this in person or over the phone? Is this hospital in network with your insurance provider?
- Does the office charge you to fill out additional forms (e.g. FMLA paperwork)?
- Does the office charge a fee if you miss an appointment? Please review office policies when scheduling your first (or consecutive) appointment.

childrensmercy.org/adhdstp



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Questions to ask when Finding Your New Endocrine Provider



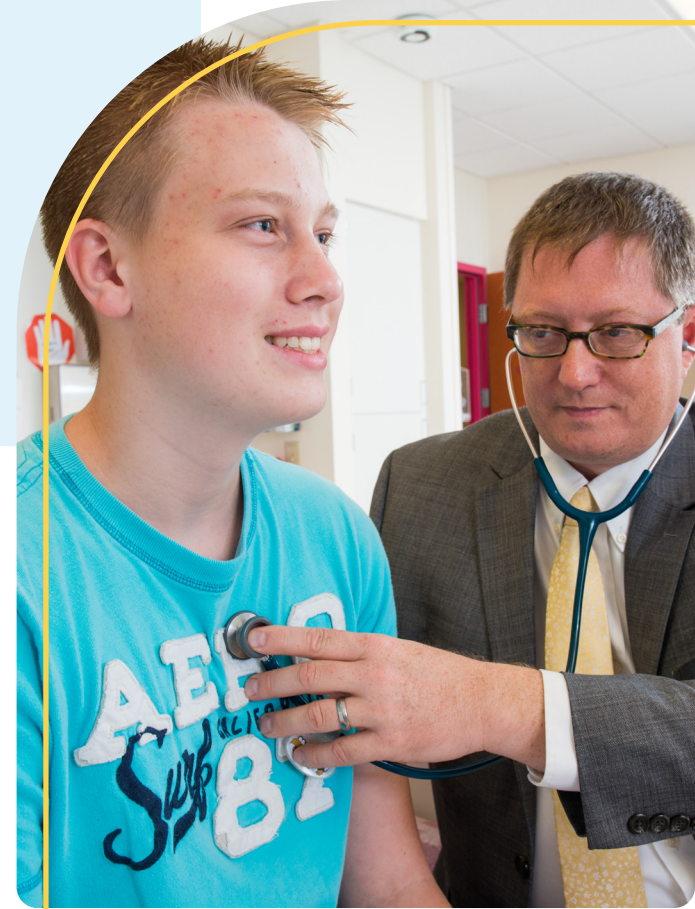
Diabetes Devices/Lab Work

- Does the clinic download your devices (e.g. meter/CGM/pump/Bluetooth connected pen) or do you need to do that from home prior to the visit?
- Will the clinic obtain your A1c or do you need to go to an outside lab prior (e.g. Quest Diagnostics)? Will they obtain other labs in office as well?
- Will the practice offer classes or information packets on new devices (e.g. meter/CGM/pump/Bluetooth connected pen)?



Office Details

- Do you know other adults with diabetes? Consider asking their recommendations. There are social media groups available for networking:
 - » JDRF Kansas City Adult Type 1 (Facebook)
 - » Kansas City Type 1 Diabetes Support (Facebook)
- Did you know you can schedule a visit just to meet the doctor and talk? There may be a fee for their time.
- How far is the office from where you live? Do you have transportation to your appointments or resources to obtain transportation? Are telehealth options available (especially useful for college students, etc.)?
- New patient visits usually take longer, but how long is a typical follow-up appointment? Consider wait times.
- Does the office have a system for reminding you of your appointment? Do they call, text or email?
- Is there an electronic method of communication with the clinic or access to records (e.g. patient portal)?
- Is your priority to see the same provider every time or to have the most flexibility for your schedule? How far in advance do you need to make routine appointments?



- Who will you see at appointments (Certified Diabetic Educator/Physician/Physician Assistant/Nurse Practitioner)?
- Do you have access to support staff between appointments? Does the clinic have an after-hours line for emergencies? Does the office offer “urgent” or “sick” appointments?
- Is there an option to participate in research studies?

