



Your Care, Your Voice

Finding the right mental healthcare provider is an important part of self-advocacy. You know your needs, preferences, and comfort level best. The same is true when choosing any healthcare provider. This guide can help you ask the right questions, explore your options, and decide whether the care you receive feels like the right fit.

Finding a Provider

Step 1

Find out what providers are in your insurance plan network. Choose a network provider to manage costs, as many plans charge more or won't cover costs at all if you see someone outside of the network.

Step 2

Consider how you would like to meet with a provider. Virtual visits, or telehealth, might feel more comfortable, or the 24/7 care might be better suited for your needs. You might feel more comfortable speaking to someone in person. How far are you willing to drive, or can you see them on the weekends or evenings?

Step 3

Think about what kind of provider you need for your symptoms or experience. It might be you need a Primary Care Physician, or an eye doctor, or a therapist.

Step 4

Check in with your initial impressions. Ask yourself the following questions:

- Do I like the tone of their website, or their communication?
- Do I know someone who has seen them, or have they been recommended to me?
- Have I seen patient reviews that I like?
- Does gender or age matter to me?
- Do I want them to be board-certified?

All of these contemplations should help you narrow down your search.

Provider Evaluations

After your first visit with a provider, think about these questions before deciding to move forward with them again. Remember: it's **your** choice. You can switch providers at any time!

Did they listen to me and validate my symptoms/experience?

Yes

No

Was I given a chance to ask questions?

Yes

No

Did they answer my questions?

Yes

No

Did I feel rushed?

Yes

No

Do I have a better understanding of my symptoms/needs/condition?

Yes

No

The more yes's, the better the experience! If you were disappointed with the visit, you can try again with someone new.



Self-advocacy in healthcare means trusting yourself, asking questions, and speaking up about what you need.

Whether you are looking for mental healthcare or another type of provider, you deserve care that makes you feel heard, respected, and supported. If a provider is not the right fit, it is okay to keep looking until you find one that is.

If you're not sure where to start or want extra support, your EAP can help you find a provider and talk through your options.

We're Here to Help.

Call: **800.395.1616**

Visit: **members.uprisehealth.com**