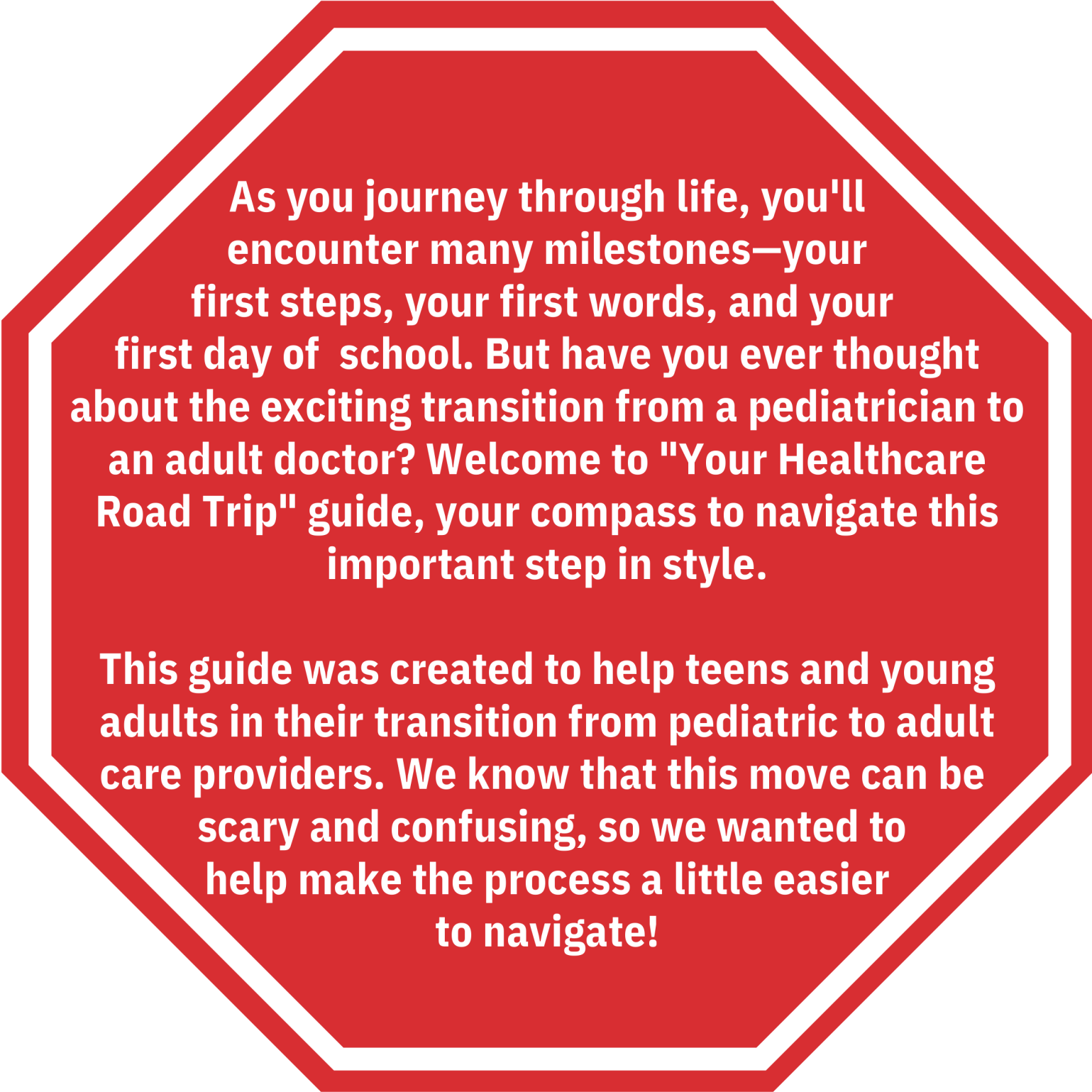




**CHEROKEE INDIAN
HOSPITAL AUTHORITY**



Your Guide to Making the Move from
Pediatric to Adult Care



As you journey through life, you'll encounter many milestones—your first steps, your first words, and your first day of school. But have you ever thought about the exciting transition from a pediatrician to an adult doctor? Welcome to "Your Healthcare Road Trip" guide, your compass to navigate this important step in style.

This guide was created to help teens and young adults in their transition from pediatric to adult care providers. We know that this move can be scary and confusing, so we wanted to help make the process a little easier to navigate!



You have arrived at your destination!



Rest Stop Resources



Vehicle Maintenance



Who is in the passenger's seat?



Mapping the trip



When to get started



First Stop: When to get started

Just like planning a road trip, transition planning should kick off early, ideally around age 12. Think of this as plotting your course on the map. Your goal? Gradually prepare for the big move to an adult doctor, setting the wheels in motion between ages 14 and 18.

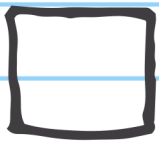
If it hasn't yet, don't worry! Starting early means you still have a safety net and time to ensure you are comfortable enough to manage your own health care. The decision to transition should be between you and your pediatrician. When you start early, by your 18th birthday, you'll already have experience with independently managing your health care.



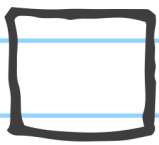
Healthcare Road Trip Check List to Complete Before you Begin!



Can you describe your MEDICAL condition to someone else?



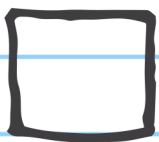
Do you know the medication and/or equipment you use to manage your condition?



Do you rely on your parents to speak for you while meeting with doctors?



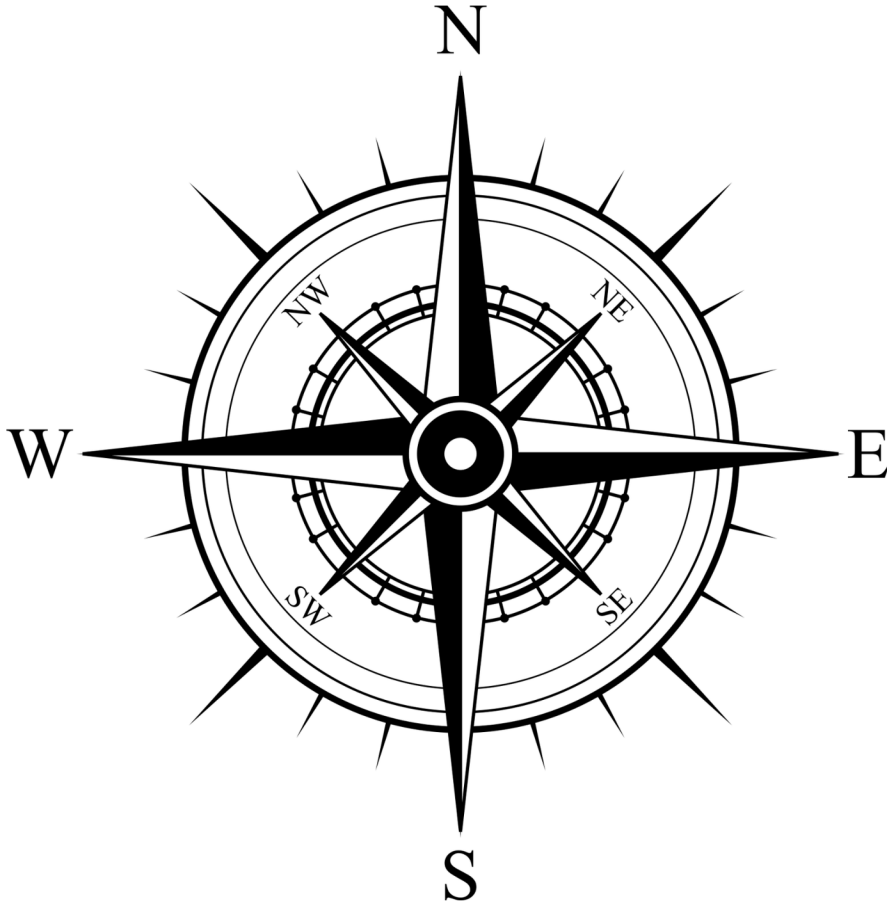
Can you set up an appointment by yourself?



Do you understand how insurance works and how it affects you?



Next Stop: Mapping the trip



Your road trip wouldn't be successful without deciding the best direction to take. Chat with your doctors about your transition goals. What healthcare needs do you have, and how can you reach them as you journey into adult care? Plan your transition for sometime between age 18 and the early 20s, just like choosing the best route to take on a map!

WHAT KIND OF ADULT PROVIDER DO I WANT?



Female








Male



Location

QUESTIONS TO ASK YOUR CURRENT PROVIDER?

-  Do you have any recommendations of reputable adult providers?
-  What steps do I need to take to find a new adult doctor?
-  How do I transfer my medical records?
-  What materials might I need for my first appointment with a new doctor?
-  Is there any medical information I should provide to school or job about diagnosis?



Third Stop: Who is in the passenger seat?

Every successful road trip needs a trusty copilot, and that's where your parents come in! They're a valuable source of support as you navigate this transition. Together, create a medical summary and emergency care plan to ensure your health information is readily accessible, just like a GPS for your well-being.

**Passenger:
Your parents/guardians**

**Driver:
You**



Remind your parents/guardians that transitioning doesn't happen overnight. They should educate you about your health condition and history. They should be proud of you for taking the initiative to manage your own health care, and should support you through this process.

Take initiative by making your own appointments. Know the type of insurance you have, the medications you take, the allergies you have and your family history. have one on-one time with your providers (without your parents).

Don't forget the passenger in the back seat!



In the back seat: Provider

YOUR PEDIATRIC HEALTH CARE PROVIDER SHOULD START THE CONVERSATION ABOUT TRANSITION WITH YOUR FAMILY, HE OR SHE SHOULD START TALKING DIRECTLY WITH YOU DURING APPOINTMENTS AND HELP YOU TO FIND THE RIGHT ADULT CARE PROVIDER WHEN YOU ARE READY.

TO DO LIST

- Make sure recommended provider is in your health insurance network
- Schedule informational interviews with adult care providers
- When making an appointment, ask staff:
 - What to bring
 - How long appointments typically last
 - For directions
 - If there is a patient portal
- Bring medical records, if needed



Next Stop: Vehicle Maintenance



When the windows are down and with the wind in your hair, your new found freedom might lead you to forget that every car needs a little maintenance and support sometimes. Only you can determine what you need on your journey. Here are some options to consider.

1

HAVE A SUPPORT PERSON AVAILABLE TO YOU BY PHONE, OR ASK HIM OR HER TO WAIT IN THE WAITING ROOM

2

ASK YOUR SUPPORT PERSON IF THERE'S ANYTHING THEY THINK YOU SHOULD BRING UP DURING YOUR APPOINTMENT

3

TRY TO ANSWER ALL QUESTIONS YOURSELF AND HANDLE THE APPOINTMENT ON YOUR OWN AS MUCH AS POSSIBLE



Best way to make sure you are ready to take the road trip on your own... planning!

- Know as much as possible about your medical history (e.g. past procedures, medical equipment).**
- Find out how to send your medical history to your new provider a few weeks in advance.**
- Get to your appointment early to avoid missing it and to allow for time to fill out forms.**
- Be sure to check in at the front desk and show your insurance card/pay a co-pay.**





Next Stop: Rest Stop Resources



Doesn't matter if you are planning a short trip or a long trip, chances are, you are gonna need to make a pit stop at a rest stop along the way. Just like the resources drivers can find at a rest stop to be better prepared for their trip, you're going to need some extra resources to develop essential skills needed during your healthcare journey.



Practice scheduling appointments.



Try calling the pharmacy to refill your prescriptions.



Talk to your family about your personal and family medical histories.



Practice asking your doctor follow up questions during your appointments.



Get familiar with your health insurance provider.



Understanding Privacy and Consent

As you approach age 18, you'll encounter changes in privacy and consent, similar to crossing state lines on your road trip. Until now, your parents/guardians have been a huge part of your healthcare journey. As you transition into adulthood, you will be responsible for determining who has access to your healthcare information, and how much access, if any at all.


Take time to understand how these changes impact your healthcare decisions. If you need assistance, discuss legal plans with your parents and healthcare providers before reaching the age milestone.



PACKING THE RIGHT RESOURCES

No matter where you are going, making sure you pack everything you need for the trip is essential. As a member of the Eastern Band of the Cherokee Indians, a valuable resource to throw in your luggage for your healthcare journey is information about Purchased/Referred Care, aka, PRC.

Medical/dental care provided at an IHS or tribal health care facility is called Direct Care. As you turn 18 and transition to adult healthcare, you may likely be spending time away from home, maybe at college, which would mean you wouldn't be able to get direct care services. The PRC Program is for medical/dental care provided away from an IHS or tribal health care facility. It is important for you to understand PRC and who to contact if you need assistance.



PRC QUESTIONS?

Understanding the Purchased/Referred Care (PRC) process of the Cherokee Indian Hospital Authority can be difficult, let us help you!

Who to contact:

- PRC Manager: 828.497.9163 ext. 6214
- Dedicated PRC Patient Representatives determined by last name
(A-I) ext. 6211
(J-R) ext. 6707
(S-Z) ext. 6460
- Benefits Coordinator: ext. 6248
- Dedicated Appointment Schedulers determined by last name
(A-L) ext. 6218
(M-Z) ext. 6209

Stay home and email us a copy of your bills: PRC.Bills@cherokeehospital.org

Stay home and email us a copy of your bills:

CHEROKEE INDIAN HOSPITAL AUTHORITY

WHAT YOU NEED WHEN YOU REACH THE FORK IN THE ROAD

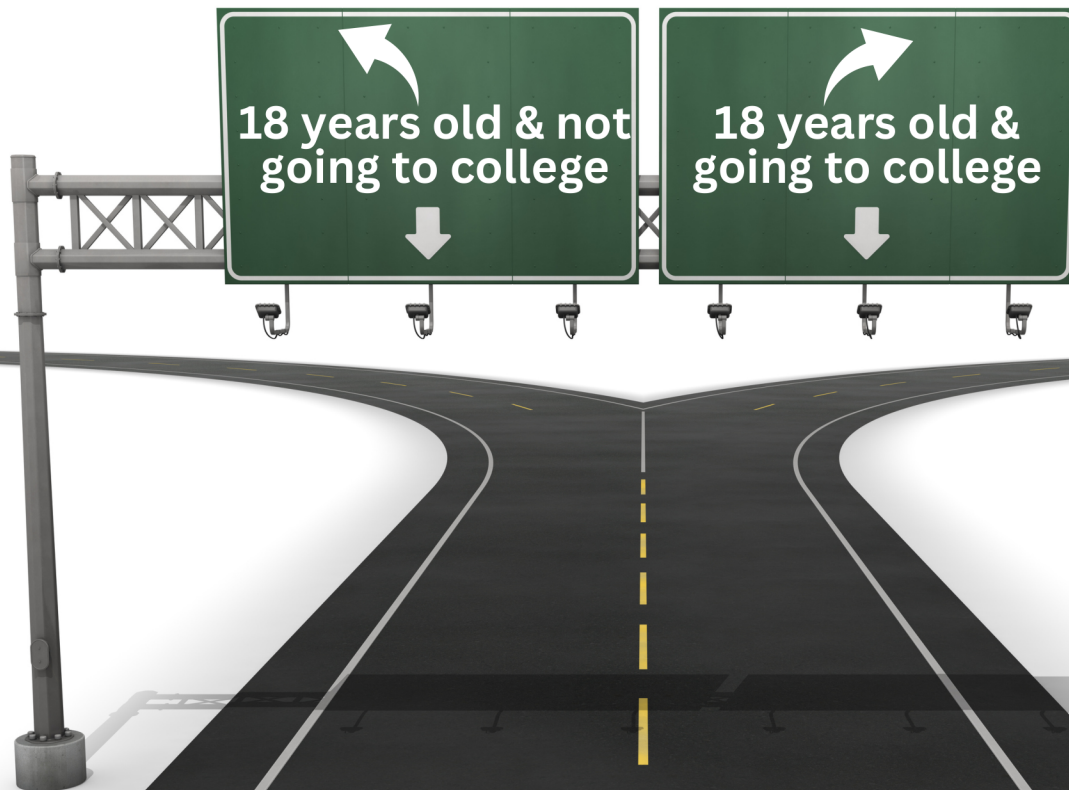
Requirements for CHS & Direct Eligibility:

- You must live in the PRCDA
- Chart must be up to date
- Mailing Address
- Physical Address
- Must have a DL, State ID, or 2 proofs of residence
- Phone Number
- Emergency Contact
- Next of Kin
- Employment
- Health Insurance



Requirements for CHS & Direct Eligibility:

- Chart must be up to date
- Mailing Address
- Physical Address
- Must have a DL, State ID, or 2 proofs of residence, Copy of Full-Time class schedule
- Phone Number
- Emergency Contact
- Next of Kin
- Employment
- Health Insurance





Final Stop: You have arrived!



Remember, transitioning to adult healthcare is a thrilling step towards independence. By planning early, developing crucial skills, involving your parents/guardians, and understanding privacy and consent changes, you will be better prepared to arrive at your final destination! So buckle up, get your healthcare providers on board as your trusty navigators, and hit the road for this exciting journey!



Insurance (such as Medical, Dental, Mental Health, Vision or Prescription)

| Name of Insurance | Member ID | Deductible/Copay | Contact information |
|-------------------|-----------|------------------|---------------------|
| | | | |
| | | | |
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| | | | |

Insurance Policy Details:

Contacts to pack for your trip

Cherokee Indian Hospital Authority

828.497.9163

1 Hospital Rd

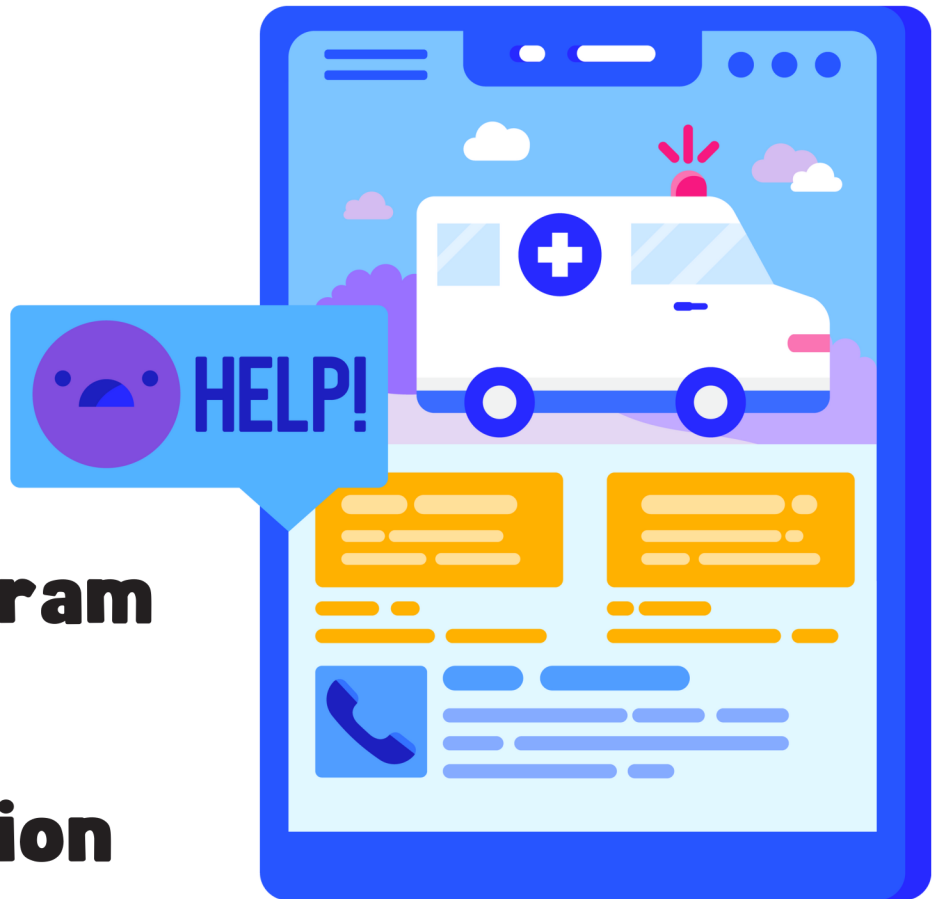
Cherokee, NC 28719

The Immediate Care Clinic

828.497.9163

75 Paint Town Rd.

Cherokee, NC 28719



CIHA PRC Program

828.497.9163 ext 6214

EBCI Tribal Option

1.800.260.9992

Poison Control

1.800.222.1222