

Get Educated about Healthcare

Receiving good healthcare means locating high quality doctors and hospitals that are committed to your care. It also means being knowledgeable and involved in your own healthcare to help your doctors give you the best care possible.

Becoming educated about healthcare can help you become more informed and a better healthcare consumer. The more you know about your healthcare, and healthcare issues that affect you, the easier it is to navigate the system, communicate with those responsible for your care, and become a more integral part in the medical decision-making process with your healthcare team.

There is much material available to help you become an informed healthcare consumer. Your doctor may have literature that is helpful to you. Libraries and medical libraries provide information. NIH's National Network of Libraries of Medicine, 1-800/338-7657, will refer you to medical libraries in local areas. Ask for those that are open to the public. The Internet has a wealth of information on healthcare.

Especially when searching for information on the Internet, it can be difficult to narrow-down topics to find what you need, and to know that you are getting credible information from a reliable source. APWU Health Plan provides many resources to help locate sound information from creditable sources. Some of the resources are:

- The Online Hospital Quality Guide-a resource for **comparing PPO and non-PPO hospitals across the country for quality and safety**, at www.apwuhp.com
- Award-winning Online Health Library from the Mayo Clinic for medical information, and Achieve Solutions for behavioral health information
- Links to reliable online sources of healthcare information, on the bottom of the Health Care and Patient Safety page of the Health Plan's website
- Online PPO directory, for help in locating quality doctors and hospitals
- Online pharmacy program to find network pharmacies, prices for prescription drugs, and to track prescription drug orders from the home delivery service
- Nurse Advisory Line-a 24/7 service that is a central point-of-contact for support for routine care, advice in an emergency, information on self-care, or ideas on complementary programs that may assist, such as the voluntary Disease Management Program. It's a free service, available to members at 1-888/993-0333