

Supporting cost-of-treatment conversations **between** patients and providers



IIT Institute of Design in collaboration with the University of Chicago, Ci3, and Sinai Urban Health Center

A Robert Wood Johnson Foundation funded study

Researcher: So, cost conversations with patients are happening, but not in a supported or standardized way?

U of C provider: Yeah, and I would add that they're not happening in a productive way.



What does it take for providers and patients to engage in cost of care conversations?



1.

SHARED UNDERSTANDING
of treatment plan



2.

AWARENESS
of real costs + impact
of
Treatment plan



3.

SOLUTIONS + SUPPORT
to offer patients



4.

BELIEF
that talking about
money is allowed +
part of care



5.

MEANS
to initiate + standardize
conversation

Where did this come from?



16
PATIENTS



PHYSICIANS 7

NURSES 5

MAS/TECHS 3

PAs 1



PSR 3

ADMINISTRATOR 3

CALL CENTER 1

23
CLINICIANS



WORKSHOP

PRIVATE

PUBLIC

1
PATIENTS

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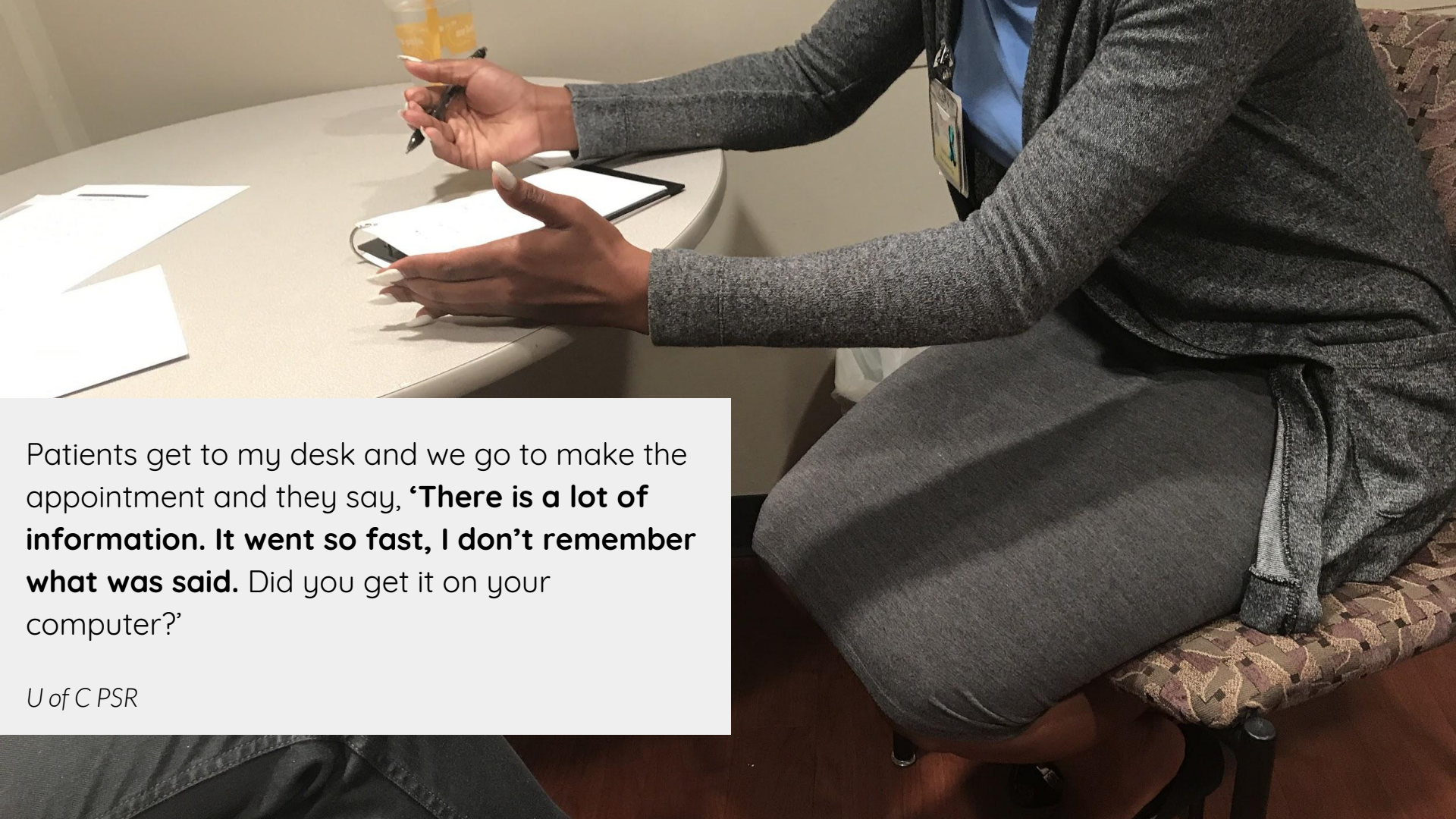
The doctor said, “Oh, you’re going to do this and this and this,” and I **tried to remember** and jot it down. It would have been **nice to have a projection of what you need**, and then **you can be responsible for your own medical care too**.

U of C Patient



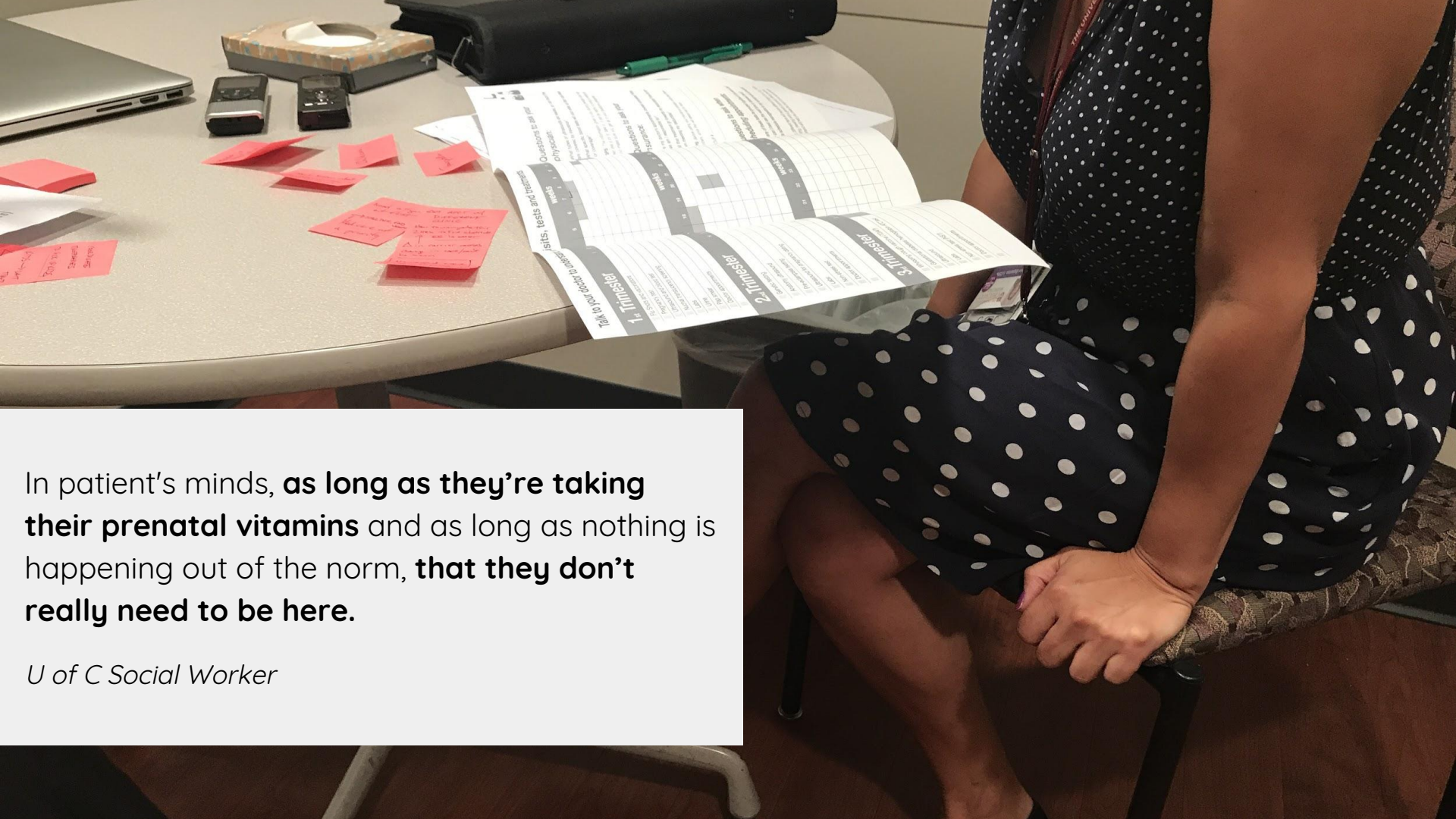
When you get to the office they pretty much ask you, “hey do you want this shot” and this is like **“why didn’t you say this at the last appointment** so I could have thought about it, or weighed my options?”. They just throw it out there, and **you didn’t even give me time to decide.**

U of C Patient



Patients get to my desk and we go to make the appointment and they say, **‘There is a lot of information. It went so fast, I don’t remember what was said.** Did you get it on your computer?’

U of C PSR



In patient's minds, **as long as they're taking their prenatal vitamins** and as long as nothing is happening out of the norm, **that they don't really need to be here.**

U of C Social Worker

“it is **awkward talking to the doctors** because I feel like sometimes they do **try to force you into stuff**. I feel like you should never go back and forth with a doctor about the care of yourself and your child. **They’re there to basically serve you and make sure you have a healthy pregnancy and a healthy delivery**”

U of C Patient

It would feel like I was doing what I was supposed to be doing, **and they knew what they were doing.**

U of C Patient



“I have two kids and I’m the planner of the family. **It feels respectful of my time and intellect to plan and understand what’s going on.**”

U of C Patient



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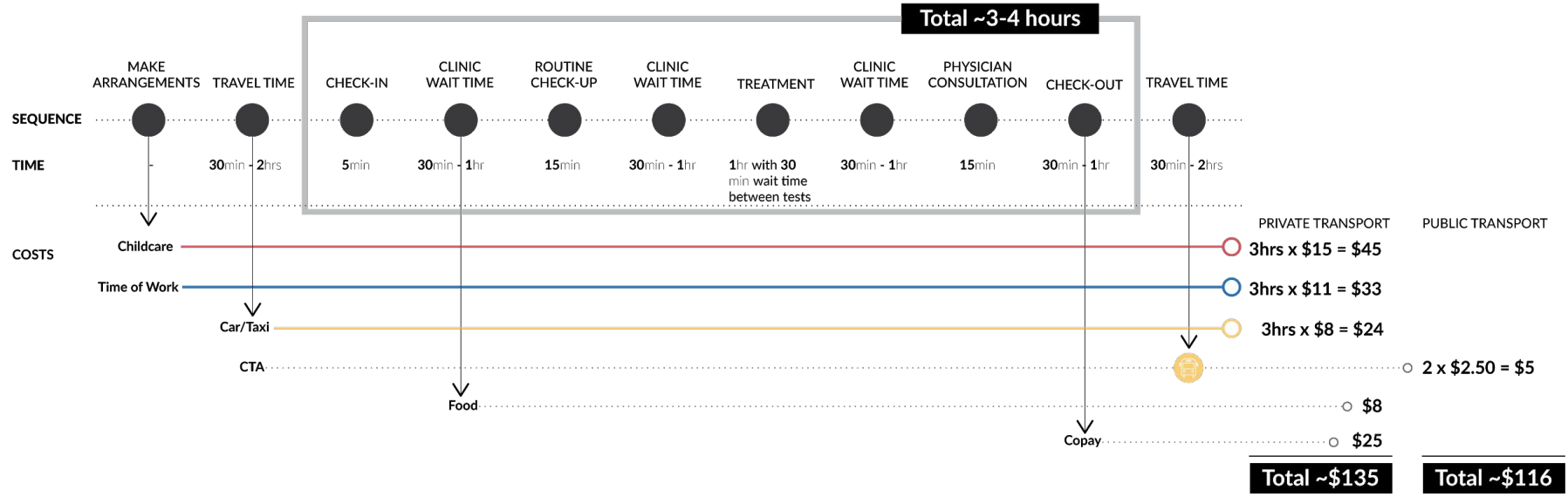


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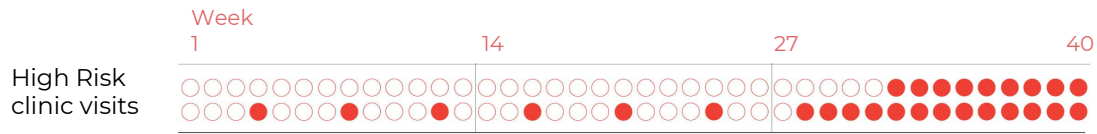
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Cost of getting to and from a typical appointment.*



Total No of Visits - 28
High-Risk Pregnancy - \$ 3,780

*as provided by patients



| | Trimester 1 <i>3 visits</i> | Trimester 2 <i>3 visits</i> | Trimester 3 <i>22 visits</i> | Pregnancy Total | |
|----------------------------------|--------------------------------|--------------------------------|---------------------------------|--------------------|--------------------|
| Appointment time | 9h | 9h | 120h | 138h | |
| Food cost | \$24 | \$24 | \$248 | \$296 | |
| TRANSPORTATION SCENARIO 1 | | | | | <i>TOTAL COST:</i> |
| Parking | | | | | 166h |
| Travel time | 3h | 3h | 22h | 28h | |
| Discounted parking | \$60 | \$60 | \$548 | \$668 | |
| Lost income | \$132 | \$132 | \$1,562 | \$1,826 | \$2,790 |
| TRANSPORTATION SCENARIO 2 | | | | | <i>TOTAL COST:</i> |
| Taxi | | | | | 166h |
| Travel time | 3h | 3h | 22h | 28h | |
| Taxi/Uber | \$66 | \$66 | \$484 | \$616 | |
| Lost income | \$132 | \$132 | \$1,562 | \$1,826 | \$2,738 |
| TRANSPORTATION SCENARIO 3 | | | | | <i>TOTAL COST:</i> |
| Bus | | | | | 222h |
| Travel time | 9h | 9h | 66h | 84h | |
| Discounted bus | \$7.50 | \$7.50 | \$55.00 | \$70.00 | |
| Lost income | \$198 | \$198 | \$2,046 | \$2,442 | \$2,808 |



Highest Cost Moments In Pregnancy

Genetic Testing

Blood Cord Banking

Medications such as hydroxyprogesterone, insulin, etc.

Frequency of visits

Hospitalization labor & deliver, emergency check-in



Types of Costs

1.

Treatment COSTS

Good awareness

Genetic testing
Additional ultrasounds
Blood cord banking
Cash services - IUD, Abortion services, etc.

2.

Out of Pocket COSTS

Some awareness, after the fact:

Co-pays + lab costs

3.

Incidental COSTS

Awareness on exposure

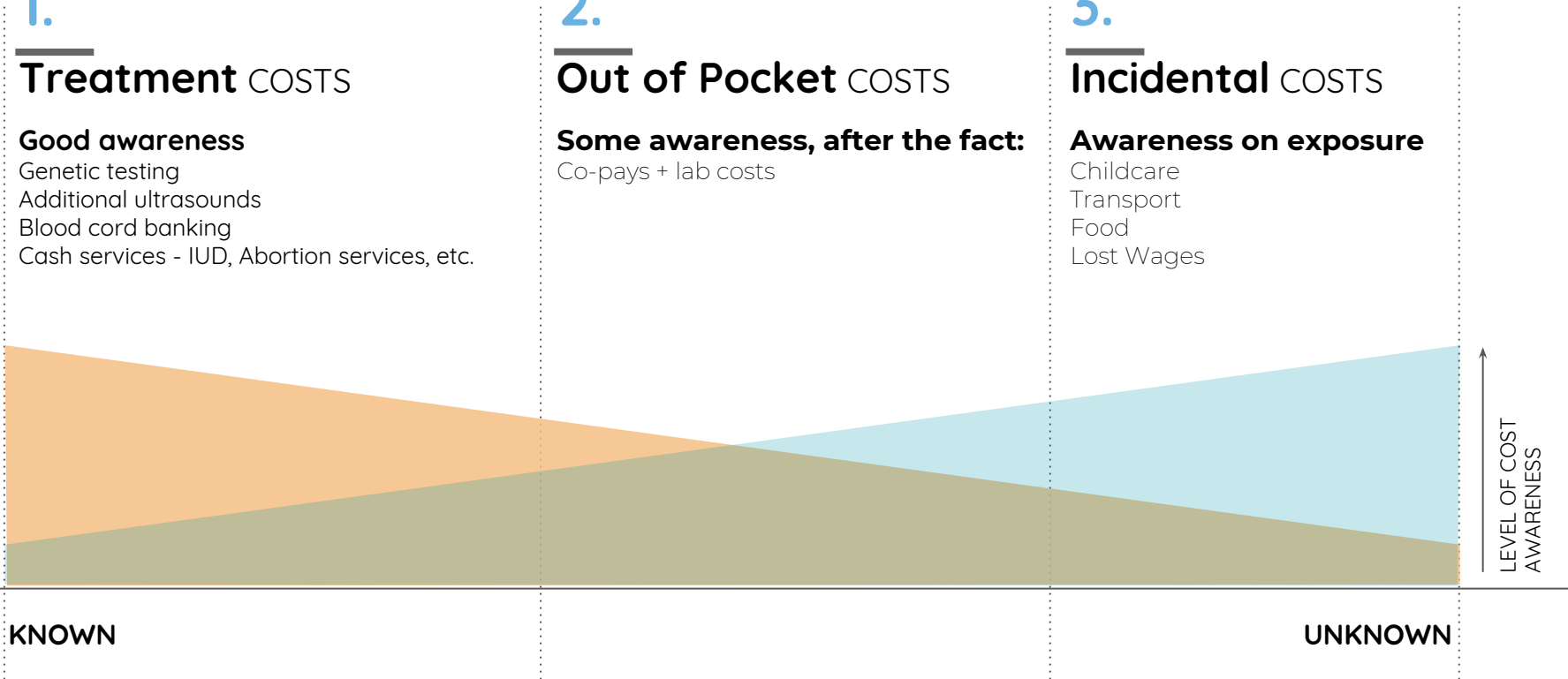
Childcare
Transport
Food
Lost Wages



KNOWN

UNKNOWN

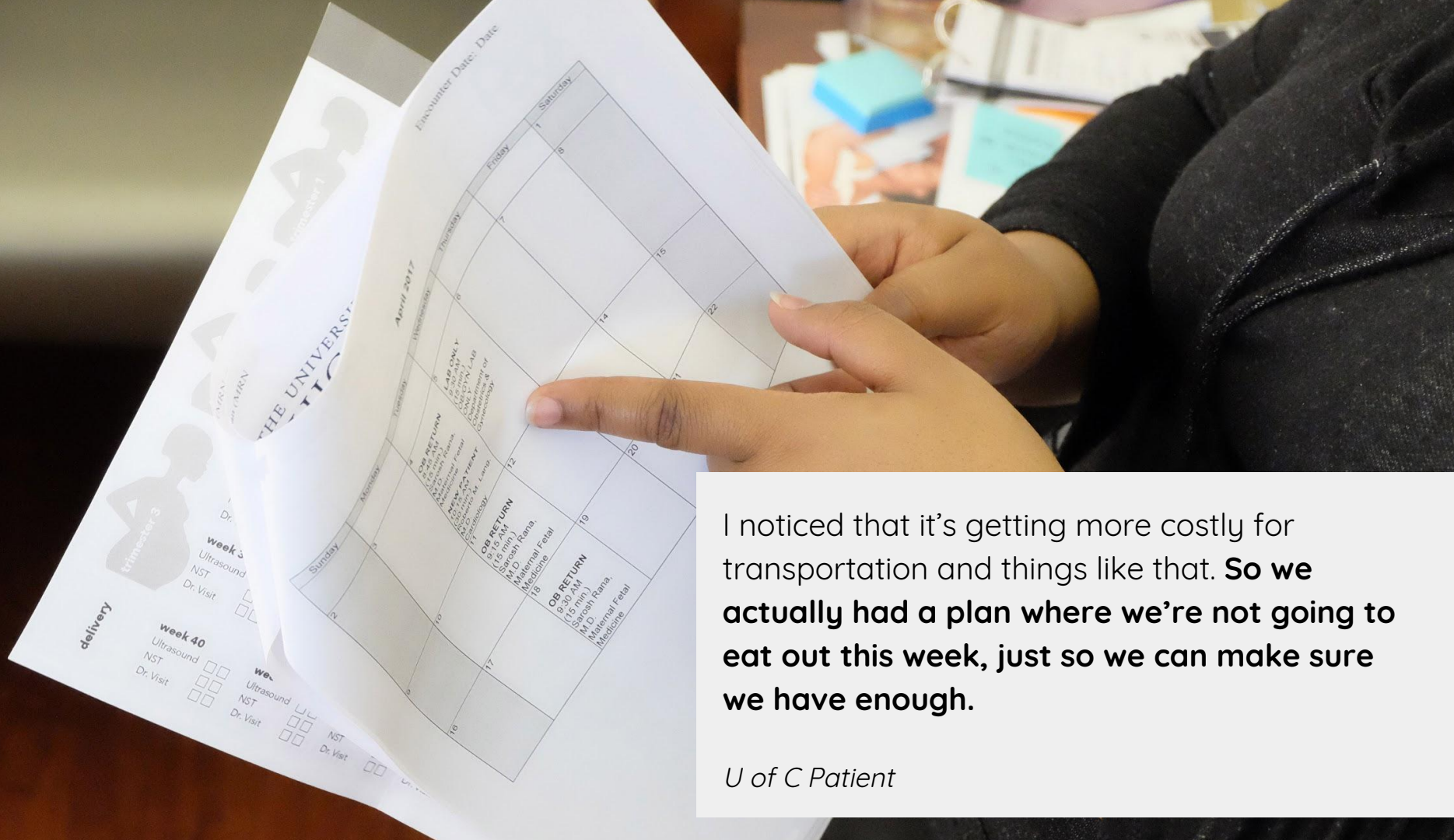
LEVEL OF COST
AWARENESS





I don't have a job so it's very hard for me. **Even though I'm so close [to the clinic], it's hard to get there.** My brother sometimes takes me there, and I have to scratch to find my way back.

U of C Patient



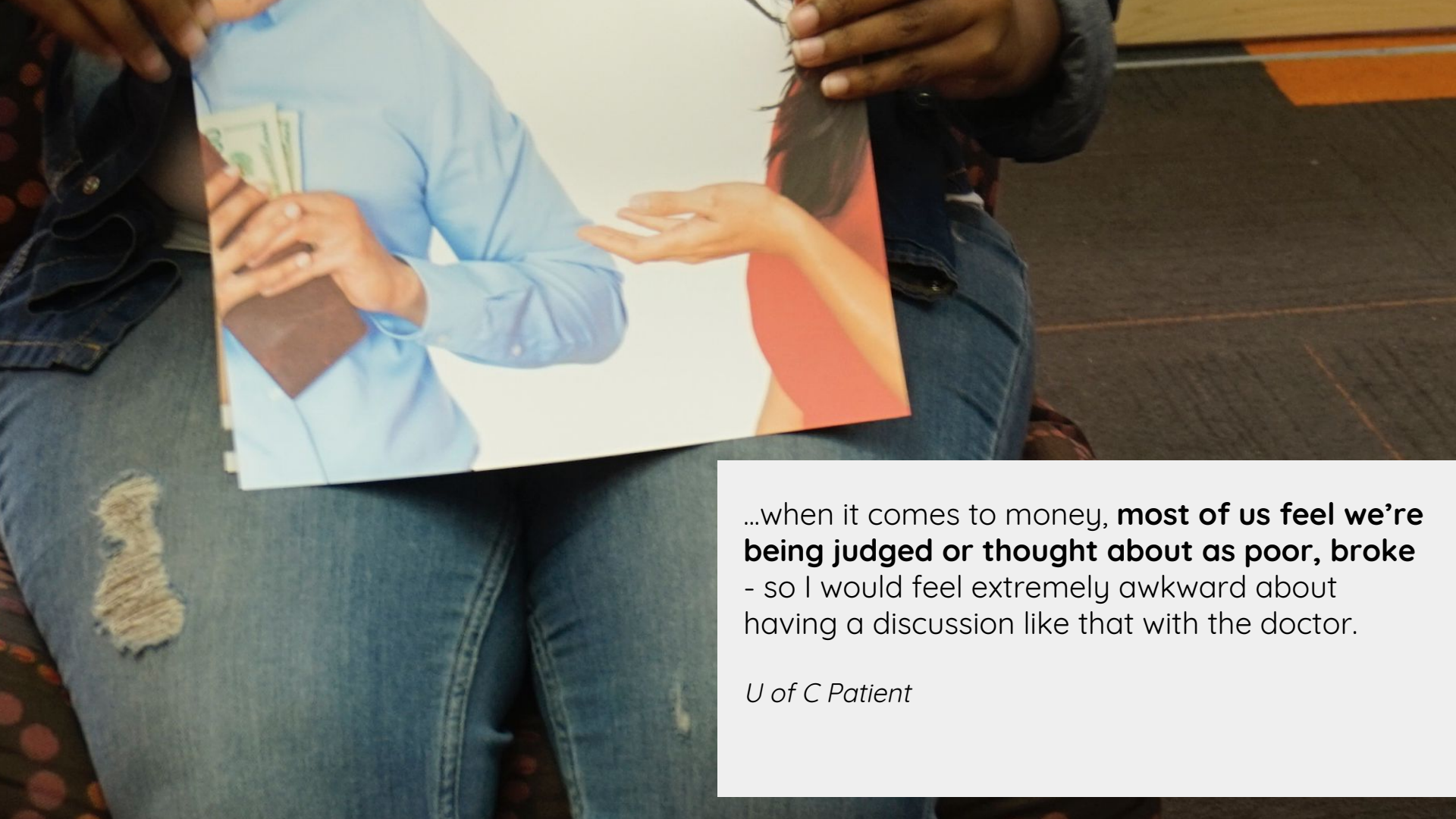
I noticed that it's getting more costly for transportation and things like that. **So we actually had a plan where we're not going to eat out this week, just so we can make sure we have enough.**

U of C Patient

...if I take the **train**, that takes me about **an hour, 15 minutes**. If I take the bus, the Cottage Grove **bus** all the way down, I would say about **two hours**.

U of C Patient



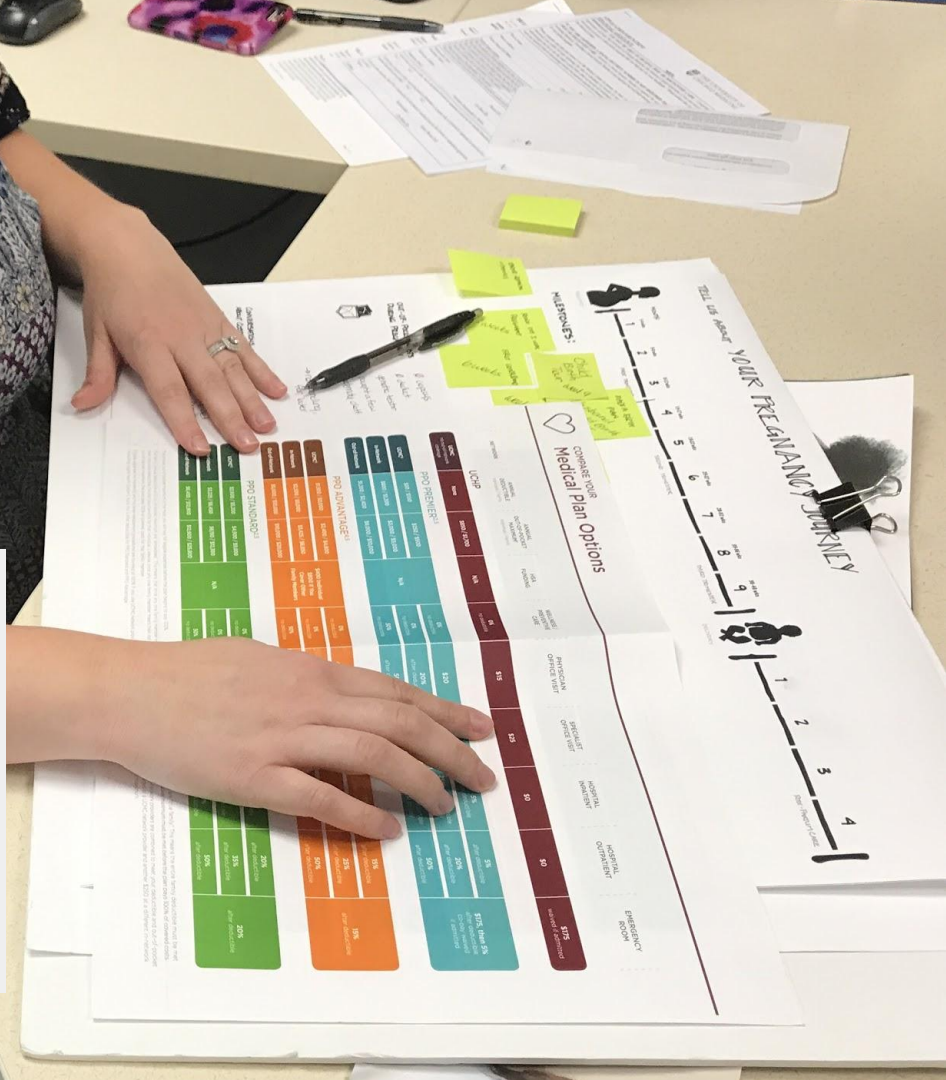


...when it comes to money, **most of us feel we're being judged or thought about as poor, broke** - so I would feel extremely awkward about having a discussion like that with the doctor.

U of C Patient

[Besides having brief conversations with her physician]...**it was just the handouts I get from Benefits.** So I keep it at my fingertips. I have it right here to kind of show me what I should expect and like...Yeah, **so this is my plan option so I know what to do.**

U of C Patient



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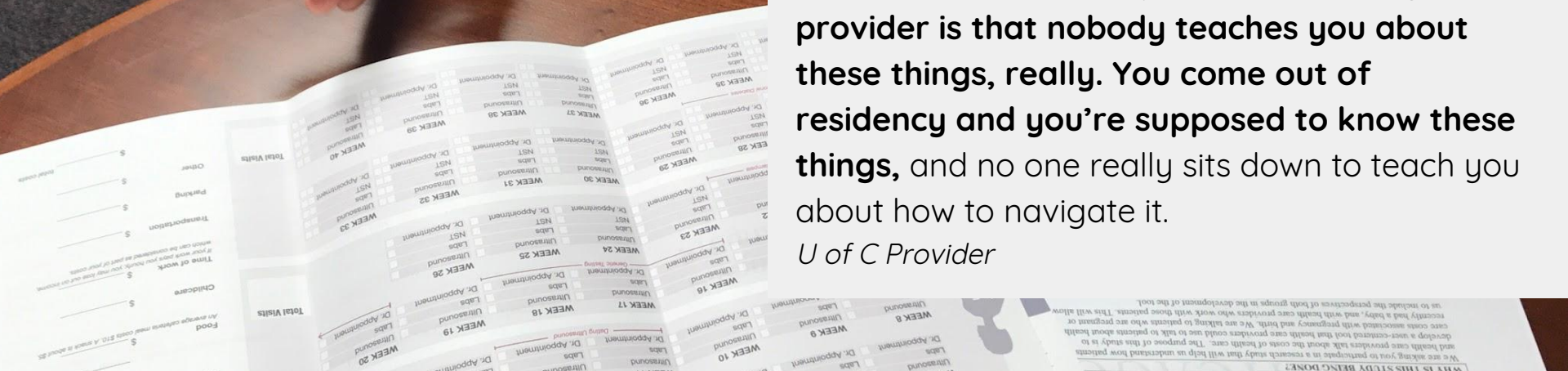
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MEANS
to initiate + standardize
conversation



I think one of the **hard parts** about being a **provider** is that **nobody** teaches you about **these things**, really. You come out of **residency** and you're supposed to know **these things**, and no one really sits down to teach you about how to navigate it.

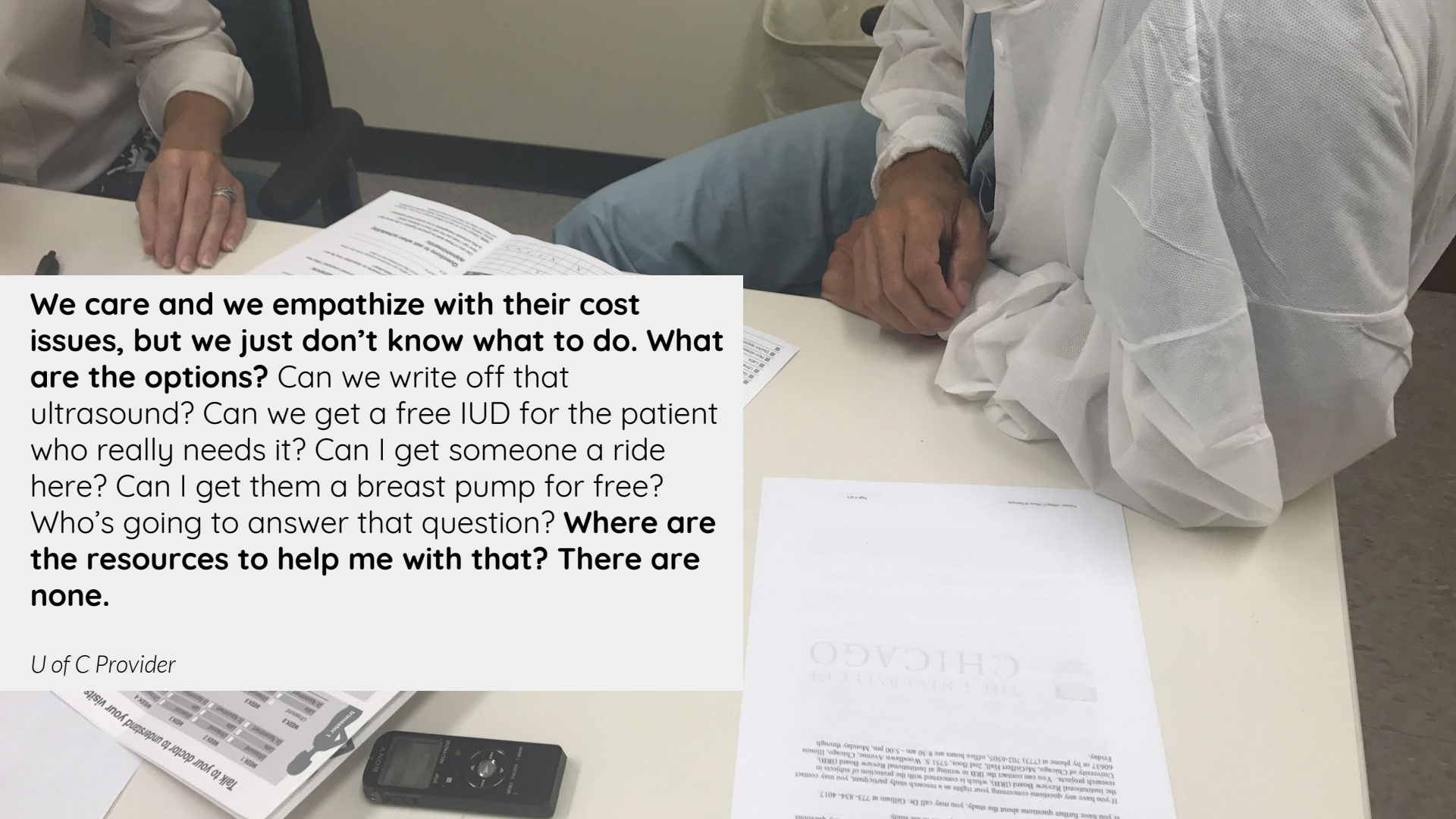
U of C Provider



It gets frustrating. We don't know these things [insurance status] until after the fact. So if we knew them upfront, and there were triggers to identify earlier on—you can't order this additional ultrasound, which again it seems if they need an ultrasound then they should get an ultrasound—**then that would be helpful.**

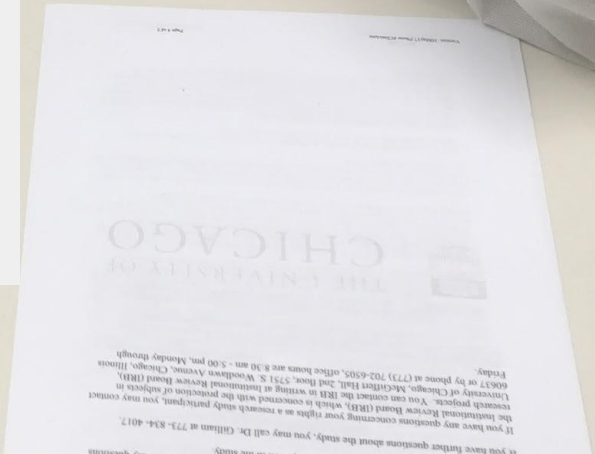
U of C Provider





We care and we empathize with their cost issues, but we just don't know what to do. What are the options? Can we write off that ultrasound? Can we get a free IUD for the patient who really needs it? Can I get someone a ride here? Can I get them a breast pump for free? Who's going to answer that question? **Where are the resources to help me with that? There are none.**

U of C Provider



To get a free voucher for parking or meals, you have to leave the clinic, go down to the administrator's office, and you have to have a sticker—they have to be signed out. You can't just go down there and say "can I have three or four of them?" And you have to hope that one of the supervisors is down here in their office and still here.

U of CRN



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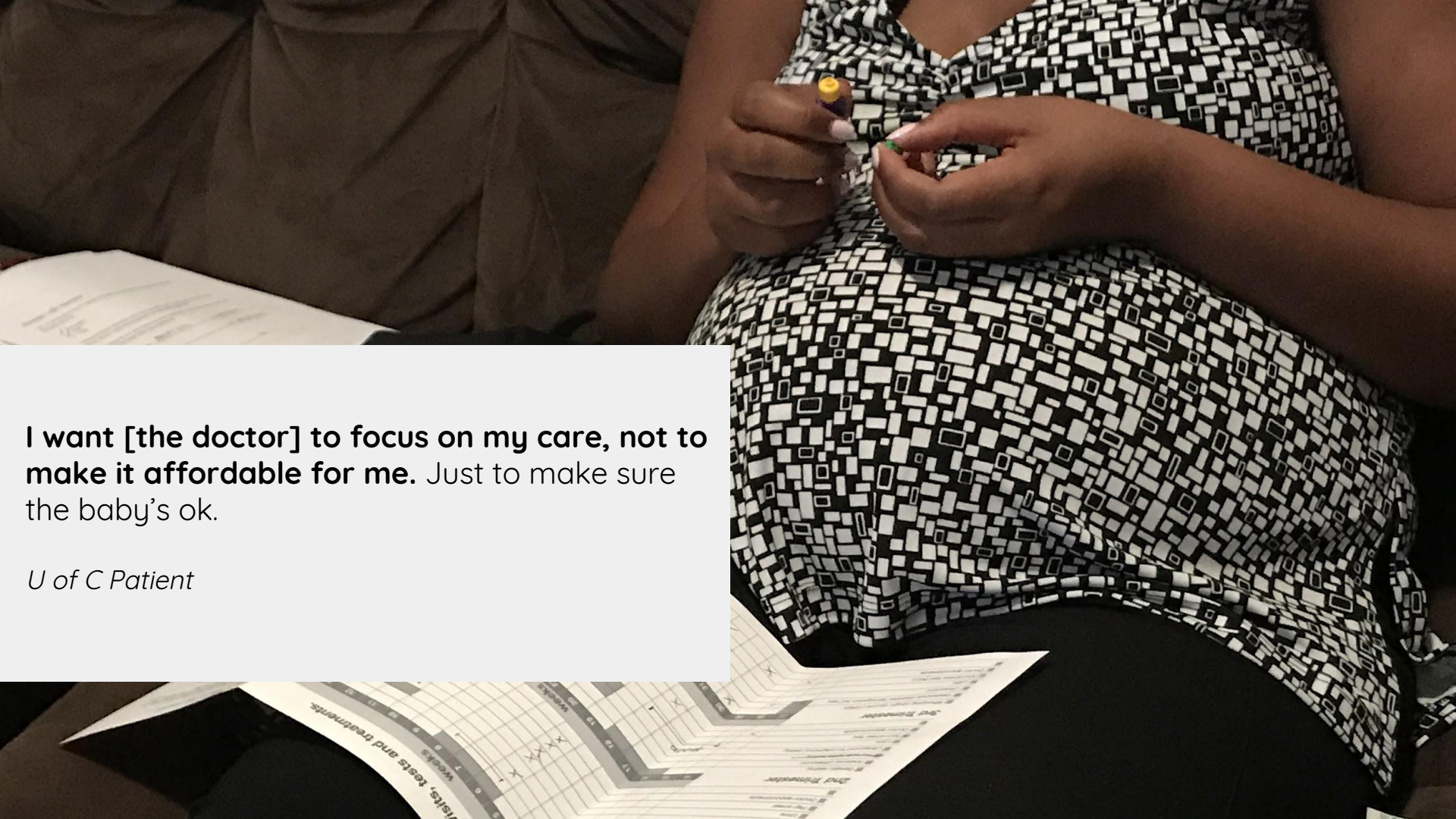
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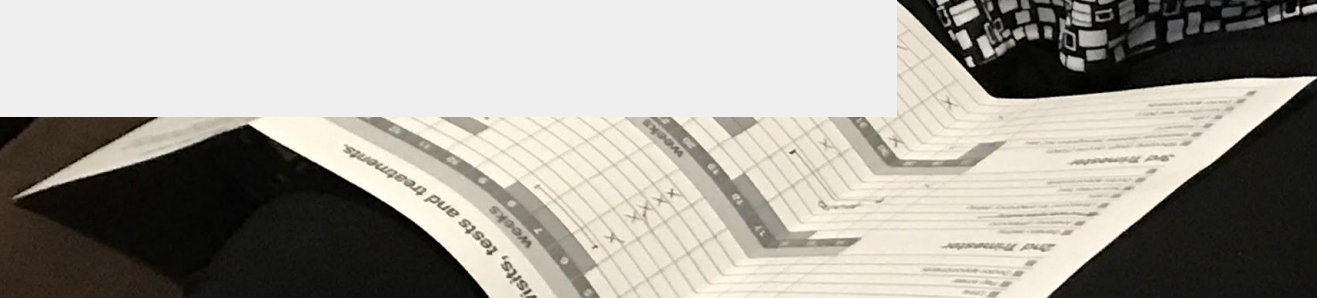
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I want [the doctor] to focus on my care, not to make it affordable for me. Just to make sure the baby's ok.

U of C Patient



This is a separate conversation. **It's for me to know. And a conversation with whoever I'm coordinating this with, like my husband or partner.**

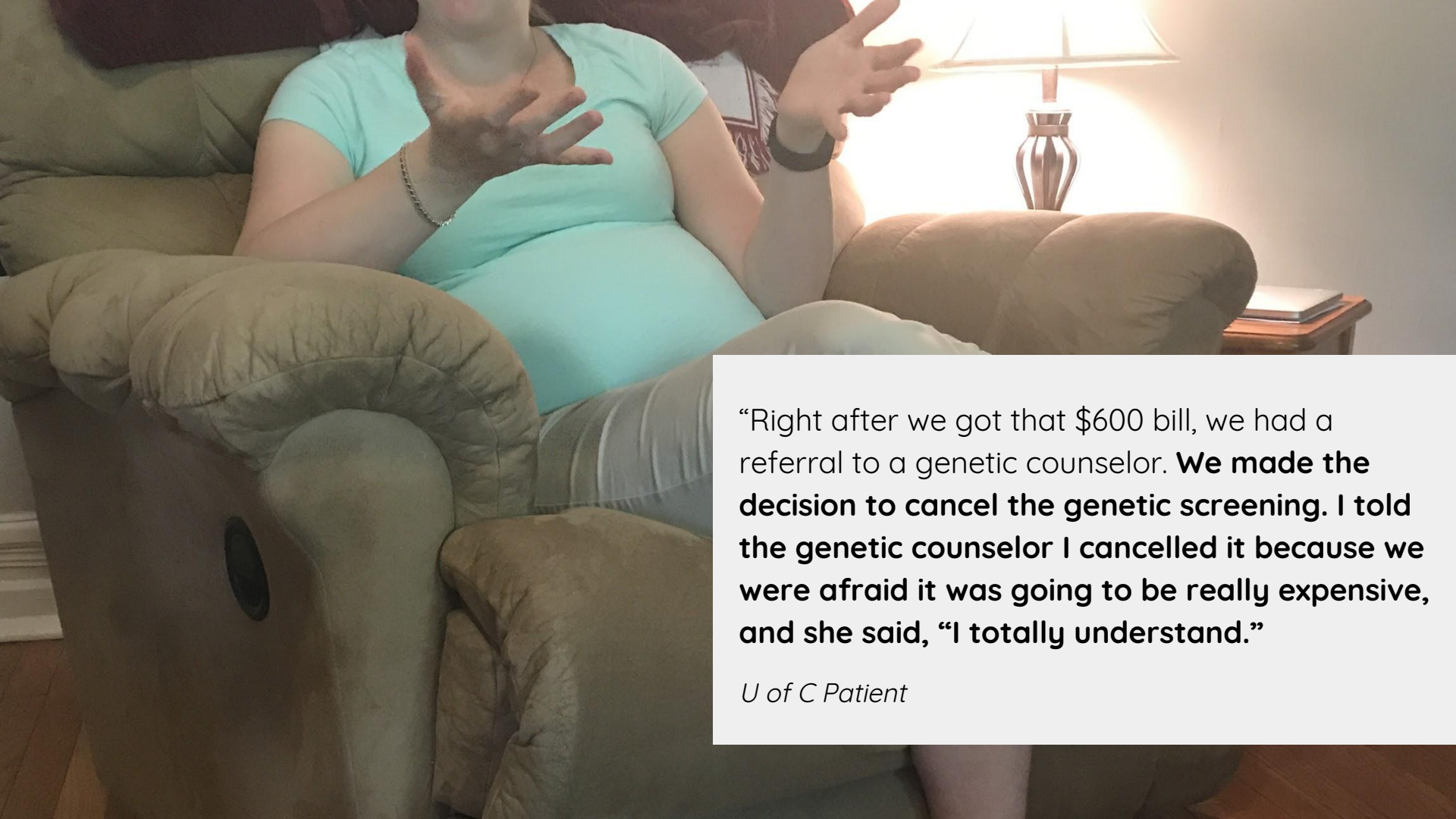
U of C Patient





I think it can be **ethically challenging** to start to bring up cost in care **because will your patients feel like you're limiting their care because of their economic status?** If you bring up cost, is it **offensive to a patient?** Or is it something that they're **going to perceive that you're changing your care because of that?**

U of C Provider



“Right after we got that \$600 bill, we had a referral to a genetic counselor. **We made the decision to cancel the genetic screening.** I told the genetic counselor I cancelled it because we were afraid it was going to be really expensive, and she said, “I totally understand.”

U of C Patient

The cost issue that came up for us with MFM was that they prescribed a medicine **that was about \$250 every three weeks. I ended up taking it as prescribed for the first few months, then I cut the dose in half dose for the next two months because of the cost.**

U of C Patient

Free street parking is a toss up, i'll try to **leave the house half an hour early** to have some sort of window. I just have to call the office and make sure they'll still see me because **i'm here but i can't find parking!**

U of C Patient

“Very rarely, though, am I having that conversation [providing resources] with a patient, and I’m sure you’ve heard from other providers by the time a patient checks in, gives us a urine sample, has their vitals, **I have about two minutes left to see them.**”

U of C Provider

“Give me another piece of paperwork, you have to take one away!”

U of C LPN



I don't want to discourage people from getting what they need if they're going to nickel and dime everything. This is what every physician's fear is. You do everything and then you find some catastrophe because something didn't happen. Like you didn't do a certain blood test or you didn't do an ultrasound, and now you have a catastrophe on your hands. If patients, regardless of whether they say and you can document "but I knew my risk and I declined this test" and this happened, and then they end up with some kind of outcome that they didn't want - **you're on the line.**

U of C Provider



“My concern about this [treatment plan] **is that a lot of people may not want to continue their pregnancies,** to be perfectly honest. **It makes me a little concerned—there are a lot of people that come in that are kind of on the fence about whether or not this pregnancy is too high risk for them to continue on.”**

U of C Provider



You wouldn't argue with your plumber if they came to you and said this is what needs to be done to fix your sink. But there is a **“my body knows itself” kind of thing about labor and delivery** so that as **physicians we're dealing with a lot of pushback** [from pregnant women]. I feel like **women should definitely have an opinion on how they have a baby**—whether or not to have an epidural—all those things are fine. **But when you say that I don't want my child to have a vitamin K vaccine and now that child is at risk for bleeding to death from a circumcision, that doesn't make any sense to me.**

U of C Provider

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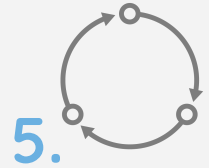
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I heard about how frequent the doctor's appointments would be from the MFM's PA. But only like in the sense that she said, "Oh, has anyone talked to you about what to expect with twins for visits? Ok, then let me..." But not as part of a script where we talk to everyone about this at this stage. **It just seemed a side conversation.**

U of C Patient

Tool Overview



1 Treatment plan overview

2 Planning your appointments

3 Preparing for your appointments

4 Contact for information

Talk to your doctor to understand your visits, tests and treatments.

| WEEK 1 | WEEK 2 | WEEK 3 | WEEK 4 | WEEK 5 | WEEK 6 | WEEK 7 | | |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------------------|--|
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → Pregnancy Test & Vaccinations | |
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → Dating Ultrasound | |
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → Genetic Testing | |
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → Ultrasound & the cervix | |
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → Gestational Diabetes | |
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → NST | |
| Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Ultrasound | Total Visits | |
| Lab | Lab | Lab | Lab | Lab | Lab | Lab | | |
| Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | Dr. Appointment | | |
| | | | | | | | → NST | |

Costs for your appointments can add up.

There are costs people tend not to think about when coming to the clinic during pregnancy. It is a good idea to understand these costs so you can plan for them ahead of time.

Multiple visits can mean a lot of time spent in the clinic and away from work. A doctor appointment could be as little as 30 minutes. If you also have an ultrasound and/or NST scheduled, you may spend up to 4-6 hrs in the clinic.

Clinic time _____ hours

Transportation time _____ hours

_____ total hours

Food \$ _____
If you eat when you need, you may have lost out on meals, which can be considered as part of your costs.

Childcare \$ _____

Time of work \$ _____
If you work when you need, you may have lost out on wages, which can be considered as part of your costs.

Transportation \$ _____

Parking \$ _____

Other \$ _____

\$ _____ total costs

Your insurance can help you find out about your treatment costs.

STEP 1
 Talk to your doctor about your treatment plan. Some questions you might ask:

- What type of ultrasound will I need, so I can ask my insurance company about coverage?
- Can you write down exactly which blood tests you will be ordering so I can check my coverage?

STEP 2
 Call your insurance company. Write down these numbers, since they will always ask for them.

GROUP # _____
 ID # _____

STEP 3
 Ask your insurance company about coverage and out-of-pocket cost estimates. Some questions you might ask:

- Is my doctor visit covered completely? Are there hospital or professional fees I will have to pay?
- Will this treatment go toward my deductible? How far am I from meeting my deductible?

University of Chicago Medicine Contact information

If you need to talk to someone about an appointment, call:

OB/GYN Clinic Staff
 (773) 702-6118

If you are having an issue with your bill, call:

OB/GYN Billing
 (773) 702-6664

If you need to be connected with community services, call:

OB/GYN Social Work Services
 (773) 702-1807

Planning Your Pregnancy Visits

This booklet will help you and your doctor talk about your pregnancy care plan. This includes routine visits, tests and lab work.

This is a prototype developed by CGCE's Robert Board-Johnson Foundation. Feedback is being gathered and all copyright/responsibilities belong to program owners and their providers.

Tool A

Talk to your doctor to understand your visits, tests and treatments.



| WEEK 1 | WEEK 2 | WEEK 3 | WEEK 4 | WEEK 5 | WEEK 6 | WEEK 7 | Total Visits |
|--|--|--|--|--|--|--|--------------|
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | |
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| WEEK 14 | WEEK 15 | WEEK 16 | WEEK 17 | WEEK 18 | WEEK 19 | WEEK 20 | Total Visits |
|--|--|--|--|--|--|--|--------------|
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | |
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| WEEK 21 | WEEK 22 | WEEK 23 | WEEK 24 | WEEK 25 | WEEK 26 | WEEK 27 | Total Visits |
|--|--|--|--|--|--|--|--------------|
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | |
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Transportation time _____ hours

_____ total hours

Fees \$ _____

(Average delivery room cost \$17,000 - \$20,000)

Chiropractor \$ _____

Time of work \$ _____

(Your work pays you hourly, you may lose out on income, and/or not be considered at work if your leave)

Transportation \$ _____

Parking \$ _____

Other \$ _____

\$ _____ total costs

Pros

Easy to fill out, takes ~1 min - 1.5 mins

Layout supports clinician's concept of treatment, broken down by weeks

Would trigger the right conversations about treatment plans

Fewer words and more straightforward

Cons

Boxes are repetitive and feel overwhelming

May be difficult for patients who plan day by day and not long term

Cost section is too direct, concern about dollar signs on a medical document

Worried that overwhelmed patients might not come back or may terminate

Feels institutional

Your insurance can help you find out about your treatment costs.

STEP 1

Talk to your doctor about your treatment plan. Some questions you might ask:

- What type of ultrasound will I need, so I can ask my insurance company about coverage?
- Can you write down exactly which blood tests you will be ordering so I can check my coverage?

STEP 2

Call your insurance company. Write down these numbers, since they will always ask for them.

GROUP # _____

ID # _____

STEP 3

Ask your insurance company about coverage and out-of-pocket cost estimates. Some questions you might ask:

- Is my doctor visit covered completely? Are there hospital or professional fees I will have to pay?
- Will this treatment go toward my deductible? How far am I from meeting my deductible?

University of Chicago Medicine
Contact information

If you need to talk to someone about an appointment, call:

OB/GYN Clinic Staff (773) 702-8118

If you are having an issue with your OB, call:

OB/GYN Billing (773) 702-6664

If you need to be connected with community services, call:

OB/GYN Social Work Services (773) 702-1807

Planning Your Pregnancy Visits

This booklet will help you and your doctor talk about your pregnancy care plan. This includes routine visits, tests and lab work.

This is a prototype developed by OHSU's Robert Wood Johnson Foundation for health care delivery cost and effectiveness research program and their providers.



Tool A

Talk to your doctor to understand your visits, tests and treatments.



| WEEK 1 | WEEK 2 | WEEK 3 | WEEK 4 | WEEK 5 | WEEK 6 | WEEK 7 | |
|---|--|--|--|--|--|--|--------------|
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Total Visits |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | |
| Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | |
| <small>* Pregnancy test at 4 weeks into pregnancy</small> | | | | | | | |
| WEEK 8 | WEEK 9 | WEEK 10 | WEEK 11 | WEEK 12 | WEEK 13 | | |
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | | Total Visits |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | | |
| Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | | |
| WEEK 14 | WEEK 15 | WEEK 16 | WEEK 17 | WEEK 18 | WEEK 19 | WEEK 20 | |
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Total Visits |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | |
| Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | |
| WEEK 21 | WEEK 22 | WEEK 23 | WEEK 24 | WEEK 25 | WEEK 26 | WEEK 27 | |
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Total Visits |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | |
| Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | |
| WEEK 28 | WEEK 29 | WEEK 30 | WEEK 31 | WEEK 32 | WEEK 33 | WEEK 34 | |
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Total Visits |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | |
| Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | |
| WEEK 35 | WEEK 36 | WEEK 37 | WEEK 38 | WEEK 39 | WEEK 40 | | |
| Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | Ultrasound <input type="checkbox"/> | | Total Visits |
| Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | Lab <input type="checkbox"/> | | |
| Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | Dr. Appointment <input type="checkbox"/> | | |

Costs for your appointments can add up.

There are costs people tend not to think about when coming to the clinic during pregnancy. It is a good idea to understand these costs so you can plan for them ahead of time.

Multiple visits can mean a lot of time spent in the clinic and away from work. A doctor appointment could be 30-45 minutes. If you also have an ultrasound or/and NST scheduled, you may spend up to 4-6 hrs in the clinic.

Clinic time _____ hours

Transportation time _____ hours

_____ total hours

Food \$ _____

(Average address: 1000 E 12th St, Chicago, IL)

Childcare \$ _____

Time of work \$ _____

Factor in work you have to miss, and time you need to arrive, and get to the appointment or home.

Transportation \$ _____

Parking \$ _____

Other \$ _____

\$ _____ total costs

Pros

Nice to be able to see the total visits by the week, and what's happening in that specific chunk of time

Lady's silhouette gives "human-ness" to the tool, "Also like she looks pretty good. So it makes you feel like you look pretty good, right?"

The cost section gives a little preview, more readable

Cons

Seeing all 40 weeks is overwhelming - would only want to see the weeks pertinent to their personal care plan

Want to be able to see the specifics of what is being looked at with each visit/test (brief description of what am I going to learn about myself/baby during this visit?)

Would be nice to include questions and prompts from other prototype

Steps 2 and together - you'll need to write down numbers before calling insurance

Your insurance can help you find out about your treatment costs.

STEP 1

Talk to your doctor about your treatment plan. Some questions you might ask:

• What type of ultrasound will I need, so I can ask my insurance company about coverage?

• Can you write down exactly which tests/bills you will be ordering so I can check my coverage?

STEP 2

Call your insurance company. Write down these numbers, since they will always ask for them.

GROUP # _____

ID # _____

STEP 3

Ask your insurance company about coverage and out-of-pocket cost estimates. Some questions you might ask:

• Is my doctor visit covered completely? Are there hospital or professional fees I will have to pay?

• Will this treatment go toward my deductible? How far am I from meeting my deductible?

University of Chicago Medicine
Contact information

If you need to talk to someone about an appointment, call:

OB/GYN Clinic Staff
(773) 702-8118

If you are having an issue with your bill, call:

OB/GYN Billing
(773) 702-6664

If you need to be connected with community services, call:

OB/GYN Social Work Services
(773) 702-1807

Planning Your Pregnancy Visits

This booklet will help you and your doctor talk about your pregnancy care plan. This includes routine visits, tests and lab work.

This is a prototype developed by OHSU's Robert Wood Johnson Foundation. It is not a medical recommendation and is not intended to replace your physician and their provider.



Tool B

Talk to your doctor to understand your visits, tests and treatments.

| 1st Trimester | weeks | | | | | | | | | | | | | |
|---|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | |
| <input type="checkbox"/> Flu shots and vaccinations | | | | | | | | | | | | | | |
| <input type="checkbox"/> Pregnancy test | | | | | | | | | | | | | | |
| <input type="checkbox"/> Ultrasound and blood test | | | | | | | | | | | | | | |
| <input type="checkbox"/> Nuchal translucency screening | | | | | | | | | | | | | | |
| <input type="checkbox"/> Labs | | | | | | | | | | | | | | |
| <input type="checkbox"/> Urine | | | | | | | | | | | | | | |
| <input type="checkbox"/> Pap smear | | | | | | | | | | | | | | |
| <input type="checkbox"/> Doctor appointments | | | | | | | | | | | | | | |
| <input type="checkbox"/> | | | | | | | | | | | | | | |
| 2nd Trimester | weeks | | | | | | | | | | | | | |
| | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | |
| <input type="checkbox"/> Genetic testing | | | | | | | | | | | | | | |
| <input type="checkbox"/> Anatomy ultrasound | | | | | | | | | | | | | | |
| <input type="checkbox"/> Pre-eclampsia testing | | | | | | | | | | | | | | |
| <input type="checkbox"/> Ultrasound for pregnancy dating | | | | | | | | | | | | | | |
| <input type="checkbox"/> Labs | | | | | | | | | | | | | | |
| <input type="checkbox"/> Non-stress test | | | | | | | | | | | | | | |
| <input type="checkbox"/> Doctor appointments | | | | | | | | | | | | | | |
| <input type="checkbox"/> | | | | | | | | | | | | | | |
| 3rd Trimester | weeks | | | | | | | | | | | | | |
| | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 |
| <input type="checkbox"/> Whooping cough vaccine (Tdap) | | | | | | | | | | | | | | |
| <input type="checkbox"/> Gestational diabetes hemoglobin A1C test | | | | | | | | | | | | | | |
| <input type="checkbox"/> Ultrasound | | | | | | | | | | | | | | |
| <input type="checkbox"/> Labs | | | | | | | | | | | | | | |
| <input type="checkbox"/> Non-stress test (NST) | | | | | | | | | | | | | | |
| <input type="checkbox"/> Doctor appointments | | | | | | | | | | | | | | |
| <input type="checkbox"/> | | | | | | | | | | | | | | |

Preparing for your appointment

There are many items to consider when preparing for your appointment. It is a good idea to understand these items so you can plan ahead of time.

Multiple visits can mean a lot of time spent in the clinic and away from work. A doctor appointment could be as little as 30 minutes or go up to 4.5 hrs. If you also have an ultrasound and/or NST scheduled.

Here are few things you might consider when planning for your appointments:

- Transportation | \$**
- Child care | \$**
- Food | \$**
- Time of work | Hrs.**
- Parking | \$**
- Co-pay | \$**

| TRIMESTER 1 | TRIMESTER 2 | TRIMESTER 3 |
|--------------|--------------|--------------|
| Total Visits | Total Visits | Total Visits |

Be in the know!

The more you know about your upcoming prenatal care, the more confident you can feel about the journey ahead. Don't hesitate to ask questions - addressing them now will allow you to focus on your health in the coming months.

Questions to ask your physician:

What types of ultrasounds are needed, so I can check if they are covered by insurance?

What specific blood tests will your order, so that I can check for coverage?

TPS: The information given to you during prenatal visits may feel like a lot to take in. It can be helpful in doing a notebook and make sure you get all of your questions answered.

Questions to ask your insurance:

Are my doctor's appointments covered completely? What fees am I responsible for?

Will the treatment go towards my deductible? How far am I from meeting my deductible?

TPS: Before calling your insurance company, write down these numbers, since they will always ask for them.

GROUP#
ID#

Questions to ask when scheduling appointments:

Can any of these tests be grouped together in the same day? How can I best use the wait time in between tests? Is this schedule manageable in my current work schedule?

TPS: Different tests will require different things of you, (e.g., fasting vs. eating, arriving with a generic courier). Being prepared beforehand will help you make the most of your appointments.



University of Chicago Medicine Contact information

If you need to talk to someone about an appointment, call:

OBGYN Clinic Staff
(773) 702-6118

If you are having an issue with your bill, call:

OBGYN Billing
(773) 702-6964

If you need to be connected with community services, call:

OBGYN Social Work Services
(773) 702-1507

This booklet will help:

- You and your doctor talk about your pregnancy care plan including routine visits, tests and lab work.
- Become an active participant in your pregnancy care plan by asking questions.
- Understand the various items to consider when preparing for your appointments.

This is a prototype developed by OBGYN Social Work Services. It is not intended to be used as a substitute for professional medical advice and care.

Pros

Including tips on the worksheet puts patients first, don't lead with numbers

Communicates that each trimester and visit has a different purpose, includes the 'why' and support patient education

Shaded boxes provide options for when a treatment happens

Cons

More challenging to fill out; arrangement by treatment and not week create cognitive load

Cost information should be in section 2 to provide privacy for patients

Current workflows do not allow time for nurses to fill out another document



Tool B

Talk to your doctor to understand your visits, tests and treatments.

| 1st Trimester | weeks | | | | | | | | | | | | | |
|---|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | |
| Flu Shots and vaccinations | | | | | | | | | | | | | | |
| Pregnancy test | | | | | | | | | | | | | | |
| Ultrasound and blood test | | | | | | | | | | | | | | |
| Nuchal translucency screening | | | | | | | | | | | | | | |
| Labs | | | | | | | | | | | | | | |
| Urine | | | | | | | | | | | | | | |
| Pap smear | | | | | | | | | | | | | | |
| Doctor appointments | | | | | | | | | | | | | | |
| 2nd Trimester | | | | | | | | | | | | | | |
| weeks | | | | | | | | | | | | | | |
| | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | |
| Genetic testing | | | | | | | | | | | | | | |
| Anatomy ultrasound | | | | | | | | | | | | | | |
| Pre-eclampsia testing | | | | | | | | | | | | | | |
| Ultrasound for pregnancy dating | | | | | | | | | | | | | | |
| Labs | | | | | | | | | | | | | | |
| Non-stress test | | | | | | | | | | | | | | |
| Doctor appointments | | | | | | | | | | | | | | |
| 3rd Trimester | | | | | | | | | | | | | | |
| weeks | | | | | | | | | | | | | | |
| | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 |
| Whooping cough vaccine (Tdap) | | | | | | | | | | | | | | |
| Questionable diabetes hemoglobin A1C test | | | | | | | | | | | | | | |
| Ultrasound | | | | | | | | | | | | | | |
| Labs | | | | | | | | | | | | | | |
| Non-stress test (NST) | | | | | | | | | | | | | | |
| Doctor appointments | | | | | | | | | | | | | | |

Preparing for your appointment

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Here are few things you might consider when planning for your appointments:

- Transportation | \$
- Child care | \$
- Food | \$
- Time of work | Hrs.
- Parking | \$
- Co-pay | \$

| TRIMESTER 1 | TRIMESTER 2 | TRIMESTER 3 |
|--------------|--------------|--------------|
| Total Visits | Total Visits | Total Visits |

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What specific blood tests will your order, so that I can check for coverage?

Tip: The information given to you during prenatal visits may not like a lot to take in. It can be helpful in doing a notebook and make sure you get all of your questions answered.

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Tip: Before calling your insurance company, write down these numbers, since they will always ask for them.

GROUP#

ID#

Questions to ask when scheduling appointments:

Can any of these tests be grouped together in the same day? How can I best use the wait time in between tests?

Is this schedule manageable in my current work schedule?

Tip: Different tests will require different things of you. In e.g., being on eating, moving with a genetic counselor. Being prepared beforehand will help you make the most of your appointments.



University of Chicago Medicine Contact information

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OBEVW Clinic Staff
(773) 702-6118

If you are having an issue with your bill, call:

OBEVW Billing
(773) 702-6964

If you need to be connected with community services, call:

OBEVW Social Work Services
(773) 702-1807

Planning Your Pregnancy Visits

This booklet will help:

You and your doctor talk about your pregnancy care plan including routine visits, tests and lab work.

Become an active participant in your pregnancy care plan by asking questions.

Understand the various items to consider when preparing for your appointments.

This is a prototype developed by OBEVW. Your final copy will have the following level of content. OBEVW reserves the right to make changes to the content and the final product.

Pros

Organizing information by trimester is very clear (*what* to expect, *when* to expect it), especially for a first time mother

Would make sense during the first appointment, “to nail down the definitive things”

- Helps you gain perspective, to plan accordingly for future visits

Helpful to see the time spans (windows) allowed for each type of test/visit

- Encourages people to ask “can I group them together?”

Prompts “things I wouldn’t necessarily know to ask”

Would use as a conversation starter with whoever I would be budgeting with

The scheduling in advance is good for several reasons:

- Planning work schedule

- To get “on the books” [confirmed appointments]

The chart (Section 1) seems to line up better, make more sense - easier to see the windows of time, and also frequency of tests which is better for scheduling and planning





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Thank You
any questions?

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