

San Francisco Health Plan (SFHP) is here to help you and your family take care of chronic health conditions.

Chronic conditions are health issues that last one year or more. They need long-term medical help and may limit you from doing daily actions. Chronic conditions can often be controlled.

Your care team is here to help you and your family have a healthier life with your chronic health condition.



You can use this booklet to talk with your health care team. For more info on managing chronic conditions, please visit **sfhp.org/wellness**.

Here are some common chronic health conditions:

- Asthma
- Depression
- High Blood Pressure
- Diabetes
- Heart Failure
- COPD
- Hepatitis C
- Heart Disease
- Chronic Kidney Disease

Get a \$50 gift card for going to see your PCP about your chronic condition

Right now, this is only for people with asthma, diabetes, or high blood pressure (hypertension).

To get the \$50 gift card, you must:

- Have a chronic condition that is part of SFHP's incentive program.
- Meet with your primary care provider (PCP) to talk about your chronic condition. You can ask about how to manage your condition and stay healthy, or any questions you have.

You will automatically be sent a \$50 gift card in the mail after your visit with your PCP! You do not have to fill out any forms or show this booklet to get the gift card. The gift card will be mailed to you after 5 weeks. If you have not gotten your gift card after 5 weeks, please call SFHP Customer



Service at **1(415) 547-7800, 1(800) 288-5555** (toll-free), or **1(415) 547-7830** (TTY), Monday through Friday, 8:30am to 5:30pm.

Learn more about SFHP member incentives at sfhp.org/incentives.



Working with Your Care Team to Stay Healthy

Your care team is your partner in keeping the condition under control and helping you stay healthy. Your care team includes your **primary care provider (PCP); the doctor, nurse practitioner, or physician assistant who is in charge of your healthcare**. Your care team might have other people, like a heart or kidney doctor, or someone who helps you learn about healthy foods.

Your care team can help you take healthy steps, like being more active and quitting smoking.

This booklet has questions you might want to answer with your PCP. When you answer these questions together, you will learn more about what to do to stay healthy.



Questions you may want to talk about with your care team

You and your care team can answer these questions together. This will help you find out how to manage your chronic health condition in a way that works best for you.



When you talk with your care team, feel free to bring up questions or concerns. They can work with you to come up with a plan that meets your needs. You might want to keep these questions with you to help you later.

Questions about your health condition

What is my condition?

What causes it?

What are the symptoms?

How is it treated?

What can this mean for me over time?

Is there a detailed action plan for my condition?

You and your PCP can work on a plan that works for you and your specific health condition. Your plan will help you keep track of your health, manage your symptoms, and know when to call your doctor or get emergency help.



Questions about taking care of yourself at home

What can I do to help manage my care?

What are some things I should avoid or do less?

Healthy eating

What foods will help me stay healthy and manage my symptoms?



Are there foods that I should limit or avoid to improve my health?



How much water or other fluids should I drink every day?

Physical activity

What kinds of physical activity can I do safely to improve my health?

I am interested in this kind of physical activity

How can I get started?

How much exercise can I do?



Help to quit smoking or drinking alcohol

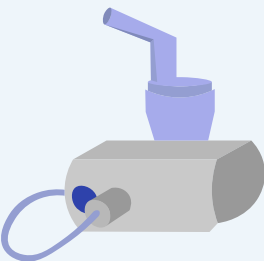
How can I get help to stop smoking?

Do I need to give up or limit drinking alcohol?

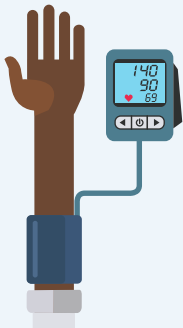
Equipment

Are there any tools I need to help manage my condition (like a nebulizer, blood pressure monitor, or glucose (blood sugar) monitor)?

Examples: Nebulizer



Blood Pressure Monitor



Glucose Monitor



If I need equipment, how do I use it and take care of it?

Health checks

What health checks should I do at home (like checking blood pressure, measuring blood sugar levels, etc.)?

How often should I check?

Can you show me how to do it?

What symptoms should I keep track of?



Medicine

Why do I need medicine?

When should I take it?

How do I take it (with food or on an empty stomach)?

What side effects should I watch out for?

What should I do if I miss a dose?

What medicines should I not take at the same time?



Other important things you might want to talk about with your PCP

My next visit is:

Contact info for my doctor:

Other important contact information:

Write any other questions here:

What are the signs that my condition is getting worse?

When do I need to get help?

I should call **911** or go to the emergency room, when this happens:

I should call for a visit with my doctor, when this happens:

When this happens, _____, I should do this:

What are some other problems I might have and what should I do if they happen?