

PROVIDER INTERVIEW GUIDE



FIND A PROVIDER THAT BEST FITS
YOUR NEEDS AND VALUES

Learn about questions you can ask your local provider before
booking an appointment with them.

WHY INTERVIEW?

Entrusting another human with your care is a big decision that can have a lasting impact on you and your family's health. By taking the time to interview a provider before establishing care you allow yourself and the provider time to decipher if the pairing is a therapeutic and personal fit. Plus, it could save you time and money.

You may consider interviewing a practitioner if you. . .

- Have been seen by 3+ providers for a particular health concern.
- Have a preference for the way a provider and their team speaks and interacts with you.
- Hold cultural and/or social values that are central to your care.
- Desire to be a central part of your health care team.

WHAT IS A PROVIDER INTERVIEW?

A provider interview is a meeting that is set before establishing care designed for both the patient and provider to determine if the pair is a therapeutic fit. More commonly found in the integrative health model of care, but can, at times, be requested in traditional care clinics.

In this guide, we'll focus on the common questions to ask your potential practitioner, but we'll also call out why some of these questions are important and where you can go to learn more about the integrative model of care.

QUESTIONS TO DETERMINE IF THE PROVIDER IS A GOOD FIT FOR YOU

HOW DO YOU STAY ON TOP OF NEW RESEARCH AND ADVANCES IN YOUR FIELD? Credentials are a great way to determine if the practitioner has the expertise you are looking for, however health science is constantly expanding. Often the most well equipped practitioner is one that is committed to a lifetime of learning in their own field and in other modalities.

DO YOU SPEAK MY PRIMARY/PREFERRED LANGUAGE? You deserve to have your care delivered to you in a way that you prefer. Personal connection and trust is central to an effective healing relationship.

WHAT MAKES A PATIENT A GOOD FIT FOR YOUR EXPERTISE? Every provider has an area of excellence they enjoy working with. You'll receive the best care if your needs are within that area.

HOW DO YOU INTERACT WITH PATIENTS OUTSIDE OF APPOINTMENT TIMES? Email? Text? Call? What kind of access and attention can you expect from the relationship?

HOW OFTEN DO YOU REFER TO OTHER PROFESSIONALS AND SERVICES OUTSIDE YOUR PRACTICE? Get a feel for how collaborative your practitioner is and their willingness to coordinate the best possible care experience for you.

DO YOU TAKE INSURANCE, FSA/HSA? A growing number of integrative practices are dropping insurance coverage due to the limitations set by insurance providers. No insurance? No problem. Ask if they will provide you a "superbill" with documentation so you can submit covered claims to insurance yourself.

QUESTIONS TO ASK YOURSELF ABOUT THE PROVIDER INTERACTION

HOW DOES THE SEXUAL ORIENTATION, CULTURAL BACKGROUND, RELIGIOUS AFFILIATION, OR GENDER EXPRESSION OF MY PROVIDER INFLUENCE MY DECISION? Best fit in a physician is one that can understand and support all influences of your health including social and cultural ones. Consider a provider who identifies as you do to promote a rich rapport and whole-person support.

DID THE VERBAL AND BODY LANGUAGE MAKE YOU FEEL WELCOMED, COMFORTABLE, RESPECTED, AND AT EASE? Your nervous system picks up on much more information than your conscious brain can make sense of. Some call this subtle knowing, intuition. Your "gut" response to feeling safe and accepted is often right. These feelings are essential to establishing good fit in the health care relationship.

DID THE PROVIDER ASK YOU QUESTIONS ABOUT THE WAY YOU PREFER TO RECEIVE CARE? This is a great indication of a person-centered and integrative model of care. Your health is more than labs, numbers, and diagnoses. Your preferences matter and should be central to your care relationship.

DO YOU ALIGN WITH THE VALUES OF THE PROVIDER AND CLINIC? Even with a top notch interpersonal connection, if the values of the greater associated clinic are not aligned with your own values, it could impact the health care relationship.

HOW TO SET UP THE INTERVIEW

- Check the providers website. Some have special appointments options for interviews. They are sometimes called discovery calls.
- Call the provider or clinic and request a 15-20 minute session to determine if you are a good fit for their care. Make sure you'll not be charged for this call.
- Prepare to make the most of your time. Ask your questions in the order of importance to you and be sure you are able to take notes during this session.
- Take time immediately after the session to reflect on the experience. Write down your reactions, curiosities and concerns.
- Make a plan to come to a decision. Chances are, you'll be interviewing more than once provider at a time. Schedule yourself time to come back to review your options and come to a decision. Out of curtesy, it's best to let the provider know if you'd decided against establishing care.
- Give yourself credit! You've taken a massive step in establishing empowered and integrative health care for yourself and your family.

NOT SURE WHERE TO START?

Our team of integrative health coaches are here as your guides to establishing your whole-person centered team. Set up a call with us and receive a short list of providers that could be your ideal fit.

- 30 minutes
- Personalized list of providers
- \$30

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