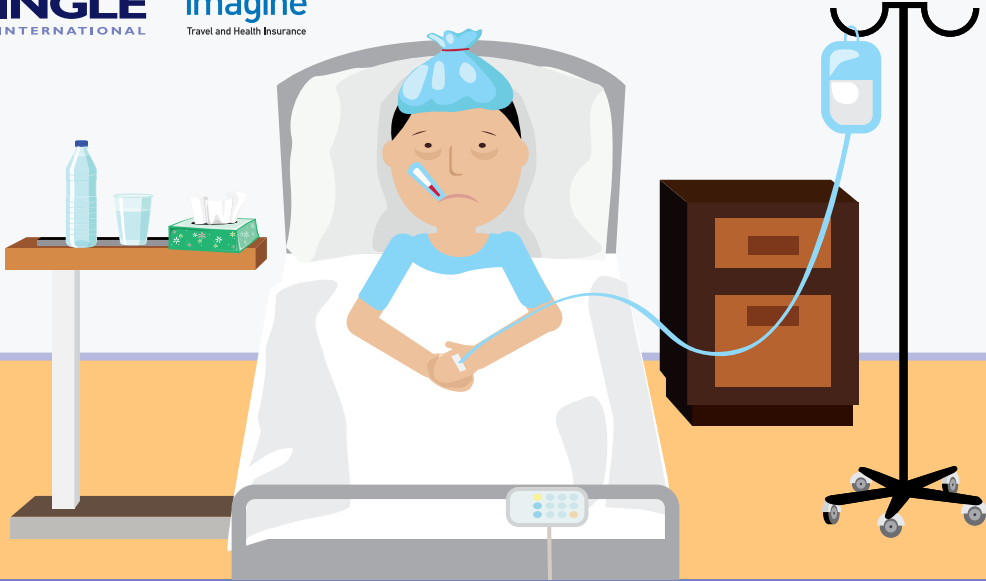


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Do you need to see a doctor?

A helpful guide

Do you need to see a doctor?

Ingle International is here to help you. First things first, **don't panic**. The process in Canada may be different than in your home country, and seeing a doctor who may not speak your language can feel scary. But you *will* receive the care you need in an emergency.

Follow the 3 steps in this guide to ensure you receive the medical care you need.

Step 1: Prepare

Here are some tips to help you prepare for your visit:

- 1** Bring someone who can translate/speak on your behalf, or bring a list of your symptoms translated into English.
- 2** Learn the English words that best describe your symptoms and how they are affecting your normal routine.
- 3** Bring a list of medications that you currently take.
- 4** Bring a list of questions for the doctor, written in English.

The experience of seeing a doctor can vary from country to country. You might be used to a 30-60 minute visit with your doctor back home. In Canada, a visit with a doctor usually lasts 10-15 minutes.



Step 2: Anticipate

Each doctor will have a unique style of asking questions on your first visit, but they are all looking for the same information in order to help you.

Be ready to answer the following questions that your doctor may ask on your first visit:

- 1 How can I help you?
- 2 Where does it hurt? What are your symptoms?
- 3 When did you start feeling this way?
- 4 Have you felt this way before? If so, when? What medication did you take the last time you felt like this?
- 5 Are you currently taking any medications? Which ones?
- 6 Do you have any allergies? What are they?



Step 3: Review

After the doctor has assessed your condition and given you instructions on how to get better, there are two important things to keep in mind before you leave the doctor's office:

- 1 Make sure you fully understand the directions given by the doctor or nurse.
- 2 Remember that you can and should ask questions.

Doctors in Canada are here to help, but they also want to make sure that you are taking care of yourself! Make sure that you are doing your best to eat right, sleep well, and get some exercise.



Additional information to help you in case of an emergency

- 1** In life-threatening situations, always dial 9-1-1 in Canada and the USA.
- 2** In a non-life-threatening emergency, determine if you need to go to a clinic or the emergency room (ER). Mild illnesses such as a cold, a rash, a stomach ache, an ear infection, or the flu require a visit to a clinic. If you are experiencing severe pain, go to the emergency room.
- 3** Call the emergency medical assistance number on your wallet card or use Ingle's Find-a-Doctor tool at studyinsured.com to locate the nearest doctor.
- 4** Always bring your insurance card and a claim form with you to the medical facility. Claim forms can be downloaded and printed by visiting the website on your wallet card.
- 5** Follow your doctor's advice and make sure you understand the instructions on your prescription medications.



Watch our ***Do you need to see a Doctor*** video at the website listed on the back of your wallet card, or by visiting studyinsured.com/find-a-doctor/helpful-tips

We're looking out for you,

-The Ingle International Student Team

KNOW WHO TO CALL

Emergency Assistance— Intrepid 24/7

Toll-Free: 1.800.295.5205

Call Collect: 1.416.640.4416

- ✓ If you are not sure where to go—
clinic or ER?
- ✓ If you need to have an MRI, surgery,
or other invasive procedures
- ✓ If you need to be air evacuated
(someone can call on your behalf)

Offices located across Canada
and around the globe!

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