

Need more information or help?



**County of Los Angeles
Department of Public Health
Office of Women's Health**

Phone: 800-793-8090

Website: www.publichealth.lacounty.gov/owh

- Appointments, referrals and information on local health care resources
- Education about women's health



**County of Los Angeles
Department of Consumer Affairs**

Phone: 800-593-8222

Website: www.dca.lacounty.gov

- Consumer education and counseling
- Consumer complaint and assistance



Food and Drug Administration

Phone: 888-463-6332

Website: www.fda.gov

- Information about health fraud
- Consumer safety and recalled products



Federal Trade Commission

Phone: 877-FTC-HELP

Website: www.ftc.gov

- Protect consumers by preventing fraud
- Maintain fair business practices and competition in the market place

HealthSmart

Tips for being a better health consumer.



My Primary Care Doctor's Information:

Name: _____

Address: _____

Phone Number: _____

Email: _____

My Personal Information:

Allergies: _____

Medical History: _____

Emergency Contact:

Name: _____

Phone: _____

Relationship: _____

Things to Do Before You Visit Your Doctor:

- Know your family's medical history. Know your current medical conditions, past surgeries and illnesses
- Have a list of all your shots and the dates you got them. Learn more about shots: www.vaccines.gov/

During Your Doctor's Visit:

- Ask for a translator if your doctor doesn't speak your language
- Take notes or ask someone to take notes for you
- Be open and talk to your doctor about all your health concerns so they can help you
- Ask questions to make sure you understand what your doctor is telling you
- You have a right to your medical record, ask for copies

Taking Your Medication:

- Keep a current list of all the medicines, herbs, and vitamins you take
- If you have more than one doctor, make sure they know about all the medicines you are taking
- Read the label carefully and follow directions for taking your medicine
- Ask for help if you have any questions about your medicine
- Call if you have any side effects from your medicine



Be a Smart Consumer:

- When you sign up for health insurance, read all of the information and see if your doctor is covered under your plan
- Call your health insurance company before any procedure to make sure it will be covered
- Ask up-front what fees you will have to pay
- Always check for errors or extra charges on your medical bill
- Learn how to read your Explanation of Benefits (EOB) to make sure your insurance company pays the right amount



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Call for help if:

- You get a bill for services you didn't receive
- You were sold health products that didn't do what they said they would
- You were sold insurance that doesn't cover the services promised
- Someone is using your identity and information to get health care services
- Your credit is damaged because your insurance company is not paying your claim on time
- Your insurance company is paying only a portion of a bill when they should pay the full amount

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Services available include:

- Free or low-cost appointments and referrals for Pap tests, breast exams and mammograms
- Health education about your risk for heart disease
- Referrals to local health care resources
- Information and referrals for health insurance