



# Dealing with a difficult diagnosis

**Help through this challenging time**

If you or someone you love has been diagnosed with a serious illness, you may feel out of control and overwhelmed by the uncertainty of its impact on your life. The following tips can help you feel more in control and manage your diagnosis more effectively.



**HealthAdvocate<sup>SM</sup>**

# Help for managing your diagnosis

**Acknowledge your emotions.** It's normal to feel a range of emotions such as fear, anger or disbelief.

**Seek support.** Talking to a close friend, family member or someone in a support group is one of the best coping resources.

**Know your limitations** and when to ask for help. It's impossible to handle everything on your own. You might ask for help with errands or chores, for example.

**Write down questions for healthcare providers.** This will help clarify things you may feel uncertain about. Keep a journal to jot down information at appointments.

**Keep a list** of your medications, treatments and other relevant information handy. This will help reduce stress by being prepared for appointments.

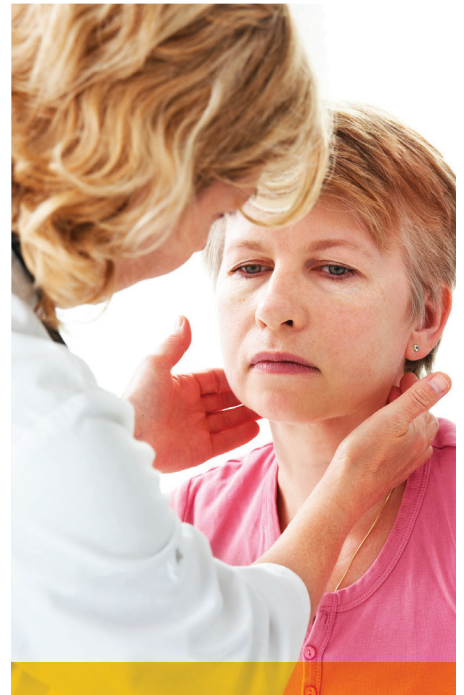
**Get everyone on the same page.** Make sure that your loved ones are all aware of your diagnosis, treatment plan and have the contact information for all of the providers involved in your care.

**Research web articles cautiously.** Not all information on the web is trustworthy and some information may prompt fear or uncertainty. If you want to supplement information your doctor provides, stick to reputable, up-to-date sites ending in .edu, .gov or .org. Be sure to run the information by your doctor.

## You're not alone. Turn to us.

Take comfort in knowing that Health Advocate has the expertise — and compassion — to help you through this challenging time. Your Personal Health Advocate can:

- Help you understand your diagnosis, including tests and treatments recommended by your doctor
- Provide health information about your disease including the latest treatment options
- Locate and schedule appointments with doctors and leading medical institutions that specialize in the treatment of your condition
- Assist with the transfer of medical records between providers
- Clarify your insurance coverage for treatments, medications, tests, etc.
- Help resolve claims issues
- Coordinate second opinions and identify clinical trials



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Turn to us—we can help.



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