# Workflow for **Better Patient Access** by Appointment Type

# DO TODAY'S WORK TODAY Same Day Scheduling

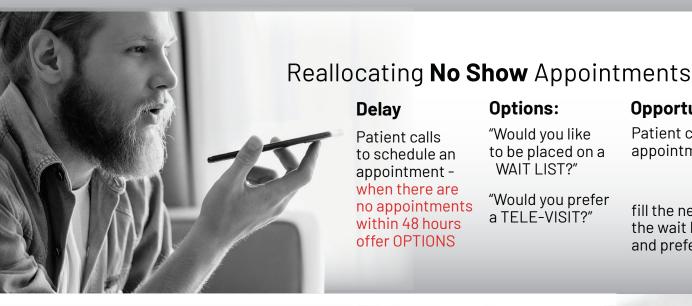
Supply = Demand Surprisingly, patient demand is often equal to the number of patients being seen daily



Improving access increases satisfaction and reduces Urgent Care and ED visits



Scheduling delays of 2 weeks or more can significantly increase No-Shows and Cancellations



### Delay **Options**:

"Would you like Patient calls to be placed on a to schedule an WAIT LIST?" appointment when there are "Would you prefer no appointments

a TELE-VISIT?"

Opportunity Patient calls to cancel

appointment,

fill the new opening from the wait list by visit type and preference

# Efficiency of Telehealth

### Can this be Virtual?

Ask the question, Can this appointment be done virtually?

### 50% More Revenue

**OFFICE VISIT:** Two - 15 minute visits

### **VIRTUAL VISIT:** Three - 10 minute visits

# Tasks Eliminated

- Check-Ins
- Vital Signs
- Weight • Wait Time

### Vitals by **Connected Devices**

- Weight
- Blood Sugar

within 48 hours

offer OPTIONS

# HOW TO **IPROVF** ACCESS for better PX

# Making Changes Makes a Difference

- It takes focus and work, but improvement is possible
- Even top performers can make noticeable increases in their scores
- Those with the lowest original scores usually show the most improvement
- Improvement can be made even for those originally performing well



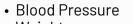
• Specialist Referrals Review Test Results

**Tasks Included** 

Medication Check

Care Coordination





# • etc.

# **EXCEPTIONAL PATIENT EXPERIENCE MADE SIMPLE**



# PATIENT **EXPERIENCE TOOL KIT**

Four Phases

# ACCESS

COMMUNICATION COURTESY CARE COORDINATION

5 Habits of Highly Successful Provider Staff

> Empathy Acknowledge concerns, demonstrate caring

> > Compassion I hear you and this is what I can do

Listen Invite questions and actively listen

Manage Anxiety Recognize anxiety and mitigate to the greatest extent possible

> **Offer Options** Empowerment through choice and autonomy

PRESS GANEY



# Processes for Improved **Patient Experience**

# **Manage Expectations**

Create responses that facilitate staff-to-patient conversations when addressing delays, managing scheduling and accommodating walk-in appointments

# **Reduce Wait Time**

Create open or modified open schedules that include dedicated space for pre-scheduled and walk-in appointments

# Extend Hours

Make patient access easier by adding early and late appointments a few weekdays and weekends

# **Expand Provider Access**

Offer appointments with other physicians, other offices advanced practitioners, etc.

### **Triage-by-Phone**

Streamline patient access to nurses for urgent situations