

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

Same Day

Improving access increases satisfaction and reduces Urgent Care and ED visits

Too Far Out

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



Reallocating No Show Appointments

Delay

Patient calls to schedule an appointment - **when there are no appointments within 48 hours offer OPTIONS**

Options:

"Would you like to be placed on a WAIT LIST?"
"Would you prefer 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?

Tasks Eliminated

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

Tasks Included

- Medication Check
- Care Coordination
- Specialist Referrals
- Review Test Results

50% More Revenue

OFFICE VISIT:
Two - 15 minute visits

VIRTUAL VISIT:
Three - 10 minute visits

Vitals by Connected Devices

- Blood Pressure
- Weight
- Blood Sugar
- etc.



EXCEPTIONAL PATIENT EXPERIENCE MADE SIMPLE

HOW TO IMPROVE 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



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

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