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



Delay

Patient calls

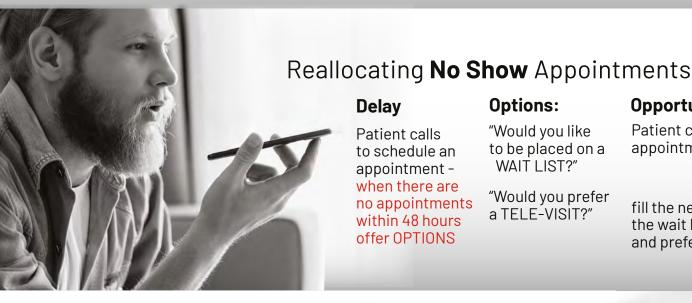
to schedule an

appointment -

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



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?

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**

- Blood Pressure
- Weight
- Blood Sugar • etc.

Medication Check Care Coordination

• Specialist Referrals

Tasks Included

• Review Test Results





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





EXCEPTIONAL PATIENT EXPERIENCE MADE SIMPLE

HOW IOACCESS for better PX



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