

# 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