

Access Coordination of Care

Regal, Lakeside, and ADOC Medical Group are continuously striving to support provider offices and elevate the quality of care and patient satisfaction. We want to highlight the integral role of patient perception of appointment access and care coordination in our health plan ratings. Adequate access to care, timely communication, and seamless care coordination are pivotal to enhancing our performance and your practice's reputation.

Implementing targeted interventions will enhance patient satisfaction and care coordination and streamline your practice operations. By reducing the number of routine follow-up appointments and phone calls, these changes can lead to more efficient use of your staff's time and improve overall workplace satisfaction.

Below are several questions that your patients will be surveyed on. Please be sure to implement these practices as a standard process in your offices to optimize the patient experience. As you see positive results, this will not only boost staff and physician satisfaction but will also elevate the overall performance of your practice.

Access and Care Coordination Questions

Did you get the care you needed as soon as you needed it?

How often did you get a routine appointment as soon as you needed it?

Did you provider have your medical records or other care information?

Did you provider promptly follow up with labs, imaging or consult results?

How often did discussions about all your prescriptions occur with your provider?

How informed did your provider appear about the care you received from specialists?

☐ **Encourage Patient Feedback:**

Actively encourage participation in the CAHPS survey to gather insights and drive improvements.

☐ **Expand Care Team:**

Integrate skilled advanced care practitioners to improve access and quality of care.

☐ **Offer Telehealth Visits:**

Provide flexible care options through technology, especially for follow-up and minor consultations.

☐ **Patient Expectation Management:**

Clearly communicate wait times, scheduling procedures, and potential delays.

☐ **Test Results Communication:**

Outline methods and timelines for notifying patients about their test results.

☐ **Specialist Care Coordination:**

Notify patients when a specialist is involved and encourage them to bring relevant documents to ensure comprehensive care.

Thank you for taking great care of our members and improving the quality of their lives.

Sincerely,
Nirav Shah, MD
Quality Improvement