

Improving Patient Experience Through Access to Care

5 TIPS TO HELP PATIENTS GET CARE QUICKLY

Timely access to care improves patient satisfaction and supports better health outcomes. Here are five simple ways to help patients get the care they need sooner.



1. Reserve Same-Day Appointments

Example: Save a few daily slots for urgent concerns like cold symptoms or minor injuries. Sometimes reserving a few canceled slots works well for this purpose.



2. Make Scheduling Easy

Example: Offer online scheduling and appointment reminders.



3. Return Calls Promptly

Example: Respond to questions about symptoms, medications or appointments within one business day.

4. Streamline Referrals

Example: Schedule specialist appointments before the patient leaves the office whenever possible. Develop workflows to close the loop on referrals to ensure patients are scheduled and seen.

5. Offer Flexible Care Options

Example: Use telehealth visits for minor illnesses or follow-up care. Patients appreciate timely access to care. Small improvements in scheduling, communication and coordination can reduce delays and create a better patient experience.

Looking for additional tools, best practices and resources to improve patient experience? Visit the Patient Experience Hub for educational materials, provider resources, member experience strategies and practical tips to help enhance customer service, improve access to care and strengthen patient-provider relationships.

Visit the Patient Experience Hub

to access the latest resources and support your patient experience improvement efforts.

