

Buckeye Health Plan's

PATIENT EXPERIENCE FAQs

FAQ 1: What is patient experience, and why does it matter?

Patient experience is the sum of every interaction a patient has with the practice, from scheduling and check-in to the clinical visit and follow-up. It matters because clear communication, empathy, respect and efficient processes help patients feel informed, safe and valued, which can improve trust, adherence and loyalty.



FAQ 2: What can doctors do to improve the patient experience during the visit?

Doctors can improve the experience by greeting patients warmly, making eye contact, listening without interruption, using plain language, confirming understanding and inviting questions. Patients are more likely to feel respected and engaged when they understand what is happening and what comes next.



FAQ 3: How does the front desk influence patient experience?

Office staff often create the first and last impression of the visit. A friendly greeting, clear instructions, accurate registration and calm problem-solving can reduce stress and help patients feel welcomed and supported. Front office interactions are a major part of how patients judge the overall quality of care.

FAQ 4: What should staff do when there is a long wait?

When delays happen, acknowledge them early, apologize, provide realistic updates and thank patients for their patience. If possible, explain the next step and offer options such as rescheduling when appropriate. Timely updates help reduce frustration and show respect for the patient's time.

FAQ 5: How can the team communicate with more empathy?

Empathy begins with listening, acknowledging concerns and responding in a respectful, nonjudgmental way. Simple statements such as "I can see this is frustrating" or "Thank you for sharing that" can help patients feel heard. A culture of empathy should be reflected by both clinical and nonclinical staff.

FAQ 6: What if a patient seems confused about instructions or next steps?

Use plain language, avoid jargon and ask the patient to repeat back the key plan in their own words. Confirm medications, referrals, testing and follow-up timing before the visit ends. Clear, simple explanations improve understanding and reduce the risk of missed steps or errors.

FAQ 7: How should staff handle patient complaints or service recovery issues?

Listen fully, stay calm and thank the patient for speaking up. Avoid becoming defensive, acknowledge the concern, apologize when appropriate and explain the next steps. Patients are more likely to feel respected when they see the team take concerns seriously and follow through.

FAQ 8: Why is teamwork important to patient experience?

Patients experience the practice as one team, not as separate roles or departments. Consistent messaging, smooth handoffs and shared accountability help patients feel that their care is organized and coordinated. Strong teamwork can prevent confusion and improve confidence in the practice.

FAQ 9: How can office staff support privacy and professionalism?

Speak discreetly, verify information carefully, avoid discussing patient details where others can hear and always maintain a respectful tone. Privacy and professionalism are essential to trust and can strongly influence how safe and respected patients feel.

FAQ 10: What role does follow-up play in patient experience?

Follow-up helps patients feel supported after the visit and reinforces the care plan. Timely communication about test results, referrals, prescription questions and next appointments can reduce anxiety and improve continuity of care. Patients often remember how well the practice supported them after they left the office.

Key takeaway:

A strong patient experience is created through consistent, respectful and compassionate interactions from every member of the team. Small actions — such as greeting patients warmly, explaining clearly, updating during delays and following through — can make a meaningful difference.