

Tips to boost your patients' satisfaction

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS)[®] survey measures how satisfied your patients are with their healthcare experience. Looking for ways to improve your CAHPS score? Consider implementing some of the following best practices.

Consistently communicate with your patients

- Inform patients if and when your office will call with any test results
- Follow up with patients over the phone after they visit a specialist, undergo a procedure, or try a new medication
- Send an email survey after patients leave an appointment, and implement changes based on feedback

Improve your patients' office experience

- Explain long wait times, and provide frequent updates
- Consider adding an electronic tracking system in your waiting area
- Offer appointments with a nurse or the next available doctor for urgent needs

Prepare your patients for flu season

- Promote flu shots through your website, patient portal, and over the phone
- If a patient declines the flu vaccine, ask why and address any concerns or misconceptions
- Offer multiple opportunities for patients to get the flu shot, like walk-in appointments and flu clinics

Ensure your patients get the most out of their visits

- ✓ Ask patients to bring questions or concerns to discuss during their visit
- ✓ Review the patient's reason for the visit, medical history, medication list, and any concerns from recent appointments
- ✓ Involve patients in making decisions for their care, testing, and treatment
- ✓ Use visuals and non-medical language when giving follow-up instructions
- ✓ Assess patients for Social Determinants of Health to identify potential barriers to care or community resources

Use this chart to remember our standards for scheduling patient appointments

PATIENT'S MEDICAL NEED	SEE PATIENT WITHIN
Office wait time	30 minutes
Urgent care	48 hours
Specialty urgent care	3 to 5 days
Non-urgent symptomatic care	7 business days
Routine primary care or preventive care visit	30 business days
Routine specialty care	6 weeks

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). Devoted Health is an HMO and PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.



Questions? We're here to help.

Visit our provider portal at **availity.com**
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