



## Patient experience tips and best practices

Over the years we've collaborated with many providers and have gathered best practices that have helped improve patient experience. We're pleased to share the following tips for your consideration if you're looking to make changes in certain areas. **Thank you for everything you do to provide quality care for your patients, our members.**

| Getting Needed Care  |  |   |   |
|--|--|---|---|
| Survey question  | Tip 1  | Tip 2   | Tip 3   |
| Did you experience any difficulty in scheduling the appointment?                     | Allow patients to schedule appointments online.                                    | Schedule patient's next appointment at the end of their visit.  | Offer walk-in time slots, telehealth options, and/or appointment times outside regular hours.   |
| How long after your scheduled appointment did you wait to see your doctor?           | Use text or message boards to let patients know if you're running behind schedule. | Have staff take patient vitals within 15 minutes of arrival. Calling in patients right away can break up wait times and help them feel connected. | Make your waiting rooms inviting, clean and comfortable. Consider adding TVs or giving patients a checklist to prepare for their visit. |
| Did you have any difficulty getting a referral to see a specialist from your doctor? | Schedule patient's specialist appointment at the end of visit.                     | Submit prior authorization request immediately.   | Confirm that the specialist is accepting new patients before making a referral.   |

**We're with you every step of the way**



## Care Coordination

Coordinating care among health care professionals helps to improve efficiency and shows patients that you respect their time and want to be involved in their care.

| Survey Question  | Tip 1   | Tip 2   | Tip 3  |
|--|---|---|--|
| <b>Did your doctor seem informed and up-to-date about the care you got from a specialist?</b>                                      | Ask patients to bring a list of their current specialists to their appointment.   | Ask patients to list their current specialists on their patient portal (or send them forms in advance). | Review treatments discussed with patient and give them a copy to take home containing the information they need. |
| <b>Did your doctor review all of your prescription medications with you?</b>   | Ask patients to bring a list of their current medications to their appointment.   | Ask patients to list their current medications on their patient portal (or send them forms in advance). |  |
| <b>Did you receive follow-up from your doctor's office after any blood test, X-ray or other tests that you may have completed?</b> | Tell patients when to expect their test results and if they'll need a follow-up visit (e.g., "As you leave today, be sure to schedule a visit for 11 days from now to review your blood work results"). | Share detailed test results on patient portal and consider giving status updates on in-progress tests.  |  |

## Doctor-Patient Conversations

Discussing clinical indicators of health with your patients can help build trust and improve their overall wellbeing.

| Survey question  | Tip 1   | Tip 2  | Tip 3   |
|--|---|--|---|
| <b>Did your doctor talk to you about falling or difficulty with balance and walking?</b> | Ask all patients, regardless of their recent fall history, if they are having difficulty with balance.  | Ask all patients to complete a fall assessment in person or prior to their visit.                        | Display posters and/or use the "wow visit pad" to discuss balance, falls and treatment options.                 |
| <b>Did your doctor discuss bladder control or issues with urine leakage?</b>             | Ask all patients if they are having difficulty with urine leakage.  | Ask all patients to complete a bladder control assessment in person or prior to their visit.             | Display posters and/or use the "wow visit pad" to discuss bladder control, urine leakage and treatment options. |
| <b>Did your doctor advise you to start, increase or maintain your exercise level?</b>    | Talk to all patients about their current exercise routine. Use the wording "start, increase, or maintain exercise level" to help with patient recall. | Use provider visit pads or conversation starters to facilitate discussions with patients about exercise. | Ask patients to describe their current exercise routine in person or prior to their visit.                      |

**We're here to support you. Talk to your UnitedHealthcare representative to review your patient experience scorecard.**