

# PATIENT COMMUNICATION POLICY

## Template

**Purpose:** To improve the quality of care, assure safety and improve patient satisfaction our practice is committed to maintaining regular and systematic communication with our patients outside of the office setting.

**Policy:** Our practice utilizes the following means to generate routine, systematic communications to our patients for a variety of informational and improvement purposes:

### 1. By Mail:

- ✓ Appointment reminder notices generated (time) before a scheduled visit
- ✓ Test results and special instructions generated after lab /procedure results have been reviewed by the physician
- ✓ Notice of Unmet Quality Measures including the need for preventive services and office visits generated as these measures are identified on Unmet Measures Reports and patient registries
- ✓ Changes in office hours and services
- ✓ Patient Provider Partnership brochures distributed to patients who have not been informed about PCMH and have not been in the practice in a year or more along with letters inviting patients to make an appointment for an office visit
- ✓ Registered letters generated to patients requiring notification of important information such as abnormal test results or other issues requiring the patient's immediate attention.
- ✓ Test requisitions., referral forms, educational materials mailed to patients prior to planned visits or at other times as requested by the patient or physician
- ✓ Other

### 2. By Telephone

- ✓ Appointment reminder calls made (time) before a scheduled visit
- ✓ Test results and follow up instruction calls made after lab/procedures have been reviewed by the physician, especially when there are abnormal results requiring immediate attention
- ✓ Calls to schedule office appointments to provide needed services for established patients or those newly assigned to the practice
- ✓ Follow up calls on self management goals made (time) after goal/s have been set
- ✓ Follow up calls on missed appointments made (time) after a "no show" appointment
- ✓ Medication/disease management issues and other informational calls made as the result of patient inquiry or physician/staff need to educate.

- ✓ Notification calls on scheduled appointments and office hour's changes made to accommodate office work flow schedules and other circumstances like vacations, illness and inclement weather.
- ✓ Other

### **3. Electronic Communication (e-mail, patient portal etc.)**

- ✓ Self appointment scheduling via e-mail, patient portal or other electronic access to office appointment roster.
- ✓ Patient education opportunities between patient, physician and staff
- ✓ Medication refill needs
- ✓ Follow up on self management goals
- ✓ Assessing and monitoring key patient indicators such as weight, B/P, blood sugar etc.
- ✓ Notification notices on scheduled appointments and office hours changes
- ✓ Follow up on missed appointments
- ✓ Website maintained to educate and inform patients of office services and important self management tools and resources
- ✓ Facilitate referrals to specialists and community agencies and resources
- ✓ Other

### **4. Other communication methods**