

CAHPS & HOS Survey Best Practices

Tips and Discussion Points for Providers:

Was Your Patient Seen Within 15 Minutes of Appointment?

- Provide frequent updates to your patients waiting on wait times. This will assist with helping your patients feel their time is appreciated.
- During waiting times the medical assistant could measure vitals, address falls, urinary incontinence, mental health, physical activity, etc.

Did Your Patient Have a Flu Shot?

- Provide your patients with educational materials on the benefits, provide vaccine within the office, or provide your patients with a list of locations near they can receive the vaccine.
- Remind your patients about important prevention measures, such as regular flu shots.

How does Your Patient Rate their Healthcare?

- Encourage your patients to make their routine appointments for checkups or follow up visits as soon as they can – weeks or even months in advance.
- Ensure all co-morbidities are addressed during a visit, ensure your patient walks away satisfied their issues/needs were addressed, and follow up timely on all test results and/or questions.
- Maintain an effective triage system to ensure that your frail and/or very sick patients are seen right away or provided alternate care via phone and urgent care.

Is Your Patient Getting All Routine Care as Soon as Needed?

- Ensure to have open slots available daily for urgent visits.
- When needing labs, x-rays, specialists, or external testing for your patients ensure they schedule these prior to the member leaving the office after their visit.
- Ensure the specialists referring to are in-network for ease of care.
- Ensure that your patient knows how to receive care when your office is closed.
- Remind your patients about important prevention measures, such as regular flu shots.
- Follow up on referrals and discuss your patient's current specialist care.
- Contacting your patients to remind them when it's time for preventive care services such as annual wellness exams, recommended cancer screenings, and follow-up care for ongoing conditions such as hypertension and diabetes.

Is it Easy for Your Patient to get Necessary Tests, Care, and Treatment?

- When needing labs, x-rays, specialists, or external testing for your patients ensure they schedule these prior to the member leaving the office after their visit.
- Ensure the specialists or facility for testing referring to are in-network for ease of care.
- Ensuring all information for specialists, tests, and procedure authorizations is provided and following up as necessary.
- Following up your patients after referral to specialists to ensure care is coordinated.

For additional resources, contact our Provider Relations team at Providers@ARHealthWellness.com