

## Patient-Provider Experience

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Patient-Provider engagement is a priority for the VillageCareMAX provider network. VillageCareMAX is committed to supporting our providers in delivering the highest quality care and experience.

The CAHPS surveys ask patients about their experiences with their providers; both PCPs and specialists. The information below contains advice to help guide the patient-provider experience.

### Appointments:

- ✓ Maintain access and availability standards.
- ✓ Offer convenient appointment times.
- ✓ Consider offering telemedicine appointments.
- ✓ Notify patients early if long wait times are expected.
- ✓ Do your best to see your patients within 15 minutes of their appointment time. Patients are asked if the person they came to see saw them within 15 minutes.
- ✓ Immediately schedule follow-up appointments to ensure continuity of care.
- ✓ Assist members with scheduling appointments with specialists.
- ✓ Share health records with patients' other providers to keep everyone informed.

### Patient Interaction:

- ✓ Review the patient's medical record prior to entering the room. Patients are asked if their doctor knew their medical history.
- ✓ Ensure the patient is comfortable; this will help them open up and share their concerns.
- ✓ Use language the patient can understand when reviewing test results and explain how these test results relate to their current health.
- ✓ Be sure patients understand their treatment regimen.
- ✓ Ask patients about their treatment goals and assess treatment options against those goals.
- ✓ Ask patients about other doctors and specialist they have seen
- ✓ Discuss urinary continence and treatment options for incontinence.
- ✓ Discuss tobacco use and cessation treatment options, when applicable.
- ✓ Encourage patients to get a flu vaccine for the flu season.
- ✓ Use the VillageCareMAX Gaps in Care reports to identify clinical services needed.

### Medication Review:

- ✓ Review patient medications during office or telehealth visits and emphasize the importance of adhering to these medications.
- ✓ Prescribe an extended days' supply of 90-day fills whenever possible to support adherence.
- ✓ Reconcile medications post hospital discharge.