

VILLAGECAREMAX

Patient-Provider Experience

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.
- ✓ 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.
- ✓ Ask patients what their treatment goals are 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.

Providers and Office Staff Can Help Patients Complete Surveys by:

- ✓ Reading and explaining the survey questions and answers to the patient.
- ✓ Entering the patients answers onto the survey sheet.
- ✓ Placing the completed survey into the envelope and mailing the survey.
- ✓ Reminding patients about care they have received or their experiences with healthcare over the last 6 months.