

Below are some tips you can follow to improve the quality measures listed below:



Getting Needed Care

- For urgent specialty appointments, office staff should help coordinate with the appropriate specialty office.
- If a patient portal is available, encourage patients and caregivers to view results there.



Getting Appointments and Care Quickly

- Maintain an effective triage system to ensure that frail and/or very sick patients are seen right away or provide alternate care via phone and urgent care.
- For patients who want to be seen on short notice but cannot access their provider, offer appointments with a nurse practitioner or physician assistant.
- Ensure that a few appointments each day are available to accommodate urgent visits.
- Address 15-minute wait times by ensuring that patients receive staff attention.
- Keep patients informed if there is a wait longer than 15 minutes and give them the opportunity to reschedule.



Care Coordination

- Ensure there are open appointments for patients recently discharged from a facility.
- Integrate PCP and specialty practices through EMR or fax to get reports on time.
- Ask patients if they've seen any other providers. If you are aware that specialty care has occurred, please mention it and discuss as needed.
- Encourage patients to bring their medications to each visit.



Rating of Healthcare

- Encourage patients to make their routine appointments for checkups or follow-up visits as soon as they can — weeks or even months in advance.