

Getting Needed Care

Access to medical care, including primary care, specialist appointments and appointment access, are key elements of quality care.



Each year, the CAHPS® survey asks questions like:

- In the last 6 months, how often was it easy to get appointments with specialists?
- In the last 6 months, how often was it easy to get the care, tests or treatment you needed?
- In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed it?



We can help bring quality of care to our members, your patients.

Ensure your patients are satisfied with their ease of access by:

- Seeing members within access and availability standards.
- Scheduling appointments in a reasonable window for each request.
- Following up with members after referral to specialists to ensure care is coordinated.
- Ensuring all information for specialists, tests and procedure authorizations is provided and following up as necessary.
- Reducing time in the waiting room to no more than 15 minutes from appointment time.

Helpful tips to provide needed care:

- Review medications with your patients.
- Help schedule specialist and lab appointments while your patients are in the office.
- Remind your patients about annual flu shots and other important preventive care services.
- Make sure your patients know you can help coordinate their care.
- Ensure you receive notes from specialists about your patients' care.
- Communicate test results with your patients timely and effectively.
- Share decision making with patients to better manage their care.
- Ensure you follow up on authorizations requested for your patient.
- Contact your patients to remind about preventive care services such as well visits, cancer screenings and follow-up care for chronic conditions.
- Conduct post appointment calls and follow-ups with your patients.