

PATIENT SATISFACTION —A CHECKLIST FOR HEALTHCARE PROVIDERS

Patients that have efficient access to their providers throughout their personalized healthcare journey are more likely to maintain appointments, follow treatment recommendations, and stay connected during critical post-treatment activities.

This checklist helps determine just how comprehensive your communications-enabled patient-engagement plan is throughout an entire patient encounter. It explores numerous steps you can take to improve overall patient engagement and satisfaction.

THE SCHEDULING PROCESS

1. When a patient calls your ambulatory or other practice environment that requires appointment-led access, is the call automatically routed to more than one channel (such as a desk phone and a mobile phone)?
Yes No
2. Does the patient's information (i.e., patient name, primary physician, etc.) appear automatically on a computer screen when the patient calls your office?
Yes No
3. When a patient schedules an appointment, can you send an automated reminder notification (i.e., SMS) with date, time, address and rescheduling assistance as an integrated capability of your current phone system?
Yes No

PATIENT DIAGNOSIS AND TREATMENT

1. When a nurse is charting within an EMR, can he or she click to call the phone number listed within the charting application?
Yes No
2. If a care team needs to reach a hospitalist or other on-call staff from an exam room, is a phone call their only option?
Yes No
3. Can your clinicians receive labs and initiate secure messaging and voice calls from the same device?
Yes No

COORDINATING CARE

1. Can your multi-professional teams access and securely collaborate with one another outside of your electronic health record? Yes No
 2. Can you conduct video chats with your patient's other providers to discuss his or her care? Yes No
 3. Could you share a screen during a conversation with your patient's other providers to share information about his or her care? Yes No
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POST-DISCHARGE CARE

1. Do you have a Patient Care Navigator Center set up so that if a patient has questions about his or her post-discharge care, he or she can call and receive information over the phone rather than scheduling another appointment? Yes No
 2. Can your patients interact with providers through video or web chat? Yes No
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OVERALL PATIENT SATISFACTION

1. Are you measuring patient satisfaction through surveys? Yes No
2. Are the surveys mail-based only? Yes No
3. Are the results and the ability to respond to the results timely? Yes No
4. Have you considered utilizing other approved HCAHPS survey response tools such as IVR or outbound Calls? Yes No

RingCentral provides a robust, HITRUST CSF-Certified healthcare communications system that is designed to help you improve patient satisfaction, patient engagement, and patient outcomes.

Learn more about how RingCentral helps healthcare providers today.