

May 12, 2026

PROVIDER ALERT: Checklist for CAHPS Success

Before Appointments

- Offer convenient appointment times by keeping blocks of time open for same-day, weekend, and early morning/evening slots.
- Consider offering telemedicine service (by phone or video chat) as an alternative to in-person appointments. View MedStar telehealth resources at <https://www.medstarhealth.org/services/medstar-evisit-telehealth>
- Confirm appointments with patients one day prior to their visit by text message, a live call, or an automated call messaging system.
- Provide options for registering in advance by setting up either a patient portal or an online scheduling system so patients can provide their information before coming in.
- Have patients' records ready and reviewed and obtain any prior authorizations ahead of visit to expedite care.
- Notify patients early if long wait times are expected or if there are any last-minute requests for lab work.

During Appointments

- Discuss and update allergies, medications, immunizations, and problem list at every visit.
- Review patients' prescriptions, make sure they understand the importance of their medications, and alert them to any possible adverse drug interactions.
- Communicate when patients' test results will be available and set reminders to review results with patients in a timely manner.
- Ask patients if they have any questions or concerns regarding their care.

End of Appointments

- Immediately schedule patients' follow-up appointments to ensure continuous care.
- Account for specialist care by making sure specialist appointments were made or by helping patients schedule appointments if needed.
- Encourage patients to use the patient portal, which lets them access their health records and ask providers questions.
- Share health records with patients' other providers to keep everyone up to date.

For questions concerning this Provider Alert, please contact the MedStar Family Choice DC Provider Customer Services Department, Monday through Friday, 8 a.m. to 5:30 p.m.

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