



Scheduling Workflows

Purpose

To improve adherence to the CAHPS getting needed care (GNC) measure, which includes these two questions:

1. How easy was it to get an appointment with your personal doctor as soon as you needed?
2. Did you have any difficulty getting a referral to see a specialist from your doctor?

Benefits

Scheduling workflows can help improve appointment processes by setting clear expectations. Doing this could correlate to and reducing wait times, scheduling conflicts, and overall patient satisfaction.

Does your office:

Same-day Appointments	Is there daily time reserved on the calendar to accommodate same-day requests for routine and urgent care?
Appointments Outside of Business Hours	Are appointments offered outside of business hours to meet patient needs? Do you educate your patient when to use ER vs. Clinic vs. normal office hours?
Cancellation Follow-up	Does your team have a process for following up after patients after cancellations or rescheduling?
No-Show Communication and Follow-up	Do you send appointment reminders to the member? Is there a proactive approach to identifying members at risk for no shows?
Next-Visit Scheduling	Is the patient's next visit scheduled at the conclusion of their current visit?

Post-Discharge Scheduling	Does your team have a process for the timeliness in seeing a patient after their discharge from the hospital?
Closing the Referral Loop	Do you send and receive notes from corresponding PCPs/Specialist? Are there established expectations and reminders to close the loop?