



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.