MedStar Family Choice

Care Coordination

Discussing clinical health indicators with your patients can offer insight into the perception of their own health and personal goals. These conversations can also build trust, contributing to the patient's overall well-being and member's positive perception of the continuity of care that they received.

Patient Experience Survey Question	Pre-visit Tip	During the Visit Tip	Close of Visit Tip
Did your doctor seem informed and up to date about the care you received from a specialist?	Ask that patients provide their current list of specialists in the patient portal or provide them to your office staff before their visits. If available, gather notes from identified specialist referrals.	Ask the patient about the specialists they are seeing. It might yield insight into specialists that you're not yet aware of.	Review and summarize the specialist information with patients. Make sure the summary is present in the patient portal and the patient is provided a take home version
Did your doctor or other health provider review all your prescription medications with you?	Ask patients to bring in their medication bottles, pictures of their prescription labels, or a list of their current medications.	Discuss patients' medications, including specialty drugs. Simplify their regimen by reviewing each medication's name, purpose, possible side effects and dosage.	Review and summarize medication information with patients. Make sure it is available on the patient portal and provide patient with a take home version
Did you receive follow-up from your doctor's office after any blood test, X-ray or another test that you may have completed?	Inform patients ahead of time if any tests are scheduled for their upcoming appointment. Gather results from previous tests that you need to review with them.	Clearly and slowly explain ordered tests, their purposes, and timeline for expected results. Inform them if a follow-up appointment will be needed.	Review and summarize ordered tests with patients. Make sure that it is available on the patient portal and with a take home copy