MedStar Family Choice

Doctor- Patient Conversations

Discussing clinical health indicators with patients can offer insight into their self-perception of health and personal goals. This conversation can also build trust, contributing to their overall well-being.

Patient Experience Survey Question	Pre-visit Tip	During the Visit Tip	Close of Visit Tip
Did your doctor or other health provider talk to you about how to prevent falls or treat problems with balance or walking?	Ask all patients to complete a fall assessment in person or before their visits.	Ask all patients, regardless of their recent fall history, if they are having difficulty with balance. Display posters and treatment cards and use the checklist to discuss balance, falls and treatment options.	Summarize the discussion and make your treatment option recommendations clear. These may include using a cane/walker, doing an exercise or physical therapy program, or having vision or hearing tests.
Why do I need prior approval and why is it taking so long?	Flag services requiring authorizations and try to set and communicate realistic timelines.	Explain the purpose of the prior authorization, and clearly review the next steps and timeline with patient	Track the authorization status and notify the patient promptly of any updates or delays.
During your visit, did your doctor or other health provider advise you to start, increase or maintain your exercise level?	Ask patients to describe their current exercise routines before their visit by completing a form in their patient portal.	Talk to patients about their current exercise routines. Use the wording “start, increase or maintain exercise level” to help with recall.	Summarize the discussion and make your recommendations for starting, increasing or maintaining exercise clear.
Why can’t I see a specialist right away?	Identify the high-demand specialties for the member so that	Explain the referral process and urgency criteria with the patient.	Follow up on referral status and escalate urgent cases when medically needed.

Did your doctor or other health provider talk to you about ways to better control leaking of urine?	Ask all patients to complete a bladder control assessment in person or before their visits	Ask all patients if they are having difficulty with urine leakage. Display posters and	Summarize the discussion recommendations for treatment options clearly.