MedStar Family Choice

Medicaid Provider Office Visit Checklist

For Use During Patient Office Visits

Purpose:
To support consistent, high-quality, patient-centered care aligned with **CAHPS® Medicaid quality measures**, including provider communication, access to care, shared decision-making, and care coordination.

---

1. Provider Communication

(CAHPS: How Well Providers Communicate)

- Greet patient respectfully; confirm preferred name and pronouns
- Listen carefully without interrupting
- Explain health issues and treatments in plain language
- Show respect for patient questions, concerns, and beliefs

CAHPS Focus: Listening, explaining clearly, showing respect

---

2. Understanding Patient Needs

(CAHPS: Getting Needed Care)

- Ask the patient's main concern for today's visit
- Review recent ER visits, hospitalizations, or urgent care use
- Screen for pain, mental health concerns, and safety issues
- Ask about barriers to care (transportation, cost, scheduling)

CAHPS Focus: Timely access and addressing barriers

---

3. Medications & Shared Decision-Making

(CAHPS: Shared Decision-Making)

- Review all immunizations and medications (prescription, OTC, supplements)
- Discuss benefits, risks, and side effects of treatment options
- Ask if the patient feels involved in treatment decisions
- Address medication adherence challenges and prior authorizations

CAHPS Focus: Patient involvement in care decisions

---

4. Preventive & Routine Care

(CAHPS: Care Effectiveness)

- Review preventive screenings and immunization status
- Review or order labs and diagnostic tests as appropriate
- Provide health education and lifestyle counseling
- Encourage questions and confirm understanding

CAHPS Focus: Clear guidance and preventive care

---

5. Care Coordination

(CAHPS: Care Coordination)

- Review specialist visits and referral status
- Address follow-up from ER or hospital discharges
- Identify need for community resources or support services
- Ensure care plan is coordinated across providers

CAHPS Focus: Smooth transitions and coordinated care

---

6. Closing the Visit

(CAHPS: Understanding Next Steps)

- Summarize diagnosis and care plan clearly
- Use teach-back to confirm patient understanding
- Review follow-up appointments and next steps
- Provide contact information for questions or concerns

CAHPS Focus: Understanding care instructions and follow-up

Quality Reminder

Patients consistently rate care higher when providers **listen carefully, explain clearly, show respect, and involve them in decisions**. These behaviors directly impact CAHPS® Medicaid scores and health outcomes.