

Same Day Call Back: TIPs and Techniques to Improve

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Setting Patient Expectations



- Collaborate with Providers and Staff to Develop written call-back guidelines and standards
- Set a same-day call-back cut-off time
i.e. messages left after 4:00 PM will be returned the next morning by 10:00 AM
- Ensure call-back commitment-window can be consistently achieved by your team
- Advertise the cut-off time as often as possible with every patient --- **setting expectations is key**
- Assign each message to a staff member for follow-up
- Track & communicate message return compliance

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Reducing Message Volumes

- Collaborate with Providers to Develop RxRefill Protocols & Scheduling Guidelines
- Evaluate Compliance to Protocols (Audit Messages by Type, Time of Day, and Compliance)
- Book follow-up appointments at check-out
- Educate patients to call their pharmacy
- Evaluate the need for RN's or higher skill set support staff depending on workload type and workload volumes

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Engaging Providers

1. Login to M3
2. Click “Reporting”
3. Click “Benchmark Comparisons”
4. Select Desired Date Range
5. Select Featured Provider

Note: Graphs may be exported and dropped into PowerPoint, Word, Excel, and/or, printed to hard-copy printer



* Provider Name Intentionally Obscured for Presentation

Engaging Providers

1. Login to M3
2. Click “Reporting”
3. Click “Recent Results”
4. Review patient comments related to access issues
5. Print a “Flash Report” to share the patient’s feedback as needed

Note: Unfavorable comments, including those related to access issues, will be highlighted on the Surveys Requiring Follow-up page, thereby making it easy to find and share patient feedback

*“I don’t remember the exact date of my appointment, and I was not available to follow up sooner. I have no complaints about the reception desk. The issue is that **I have not received a call back** regarding an issue that I am having. Every other doctors office that I’ve been to has contacted me back. It feels like **my messages aren’t being received beyond the reception desk because no one cares.** Unfortunately if I have to keep calling back, I’ll be filing a complaint...”*

Engaging Providers

1. Login to M3
2. Click “Downloadable Reports”
3. Click “Download Monthly Clinic Report”

