

Between Visit Communication

Essential Behaviors to Improve the Patient Experience

Q. In the last 3 months, did this provider's office contact you to remind you to make an appointment for tests or treatment?

- **Ask patients how they prefer to be contacted:** phone call, email, mail/postcard, or text message. Note this in the patient chart and send reminders, such as for an appointment for tests or treatment, based on patient preference.
- **Confirm that patients understand their follow-up care before they leave the office.** The anxiety patients feel when they cannot recall information or become confused after a visit is unnecessary and may be minimized when providers confirm that patients understand follow-up care.
 - **Utilize the teach-back method to evaluate patients' understanding** by asking patients to tell **you** about their responsibilities following the visit. For example: "What are your tasks after leaving here?"
 - **Use written materials along with verbal explanations.** Highlight or circle follow-up responsibilities. This method supports the better retention of information.