

OVERCOMING BARRIERS TO HOSPITAL FOLLOW UP



Out-of-the-box tips to improve patient follow up in the outpatient setting after hospital discharge.

THINK ABOUT TRANSPORTATION

Some patients have difficulty getting to the office. Consider a ride share program with a local non-emergency patient transportation company. Ensure that your patients are aware of free or discounted transport opportunities. For example, some cities offer free public transportation for residents.



OFFER ALTERNATIVE APPOINTMENT TIMES

Particularly for working patients, getting to a doctor's appointment during standard business hours can be very difficult. Consider adjusting hours so that you are open slightly earlier or later, or consider an occasional weekend clinic.

BE PROACTIVE

Relying on patients to contact you for a follow up appointment post discharge increases the odds that they will fall through the cracks. Utilize a tool that alerts your staff when a patient is discharged and what their follow up needs are, so you can be proactive about scheduling follow up.



REMIND EFFECTIVELY

A timely reminder helps patients remember their upcoming appointments. Try asking your patients what their preferred method of contact is - *before* they leave the hospital - and then use it. Someone who never answers their phone is unlikely to pick up a call from your office reminding them of an appointment.

SPEAK THEIR LANGUAGE

If your patient doesn't speak English, this can be a daunting obstacle for follow up. Consider a tool that alerts your staff upon hospital discharge that the patient will need specific language services, so that you can be prepared to communicate with them effectively - both when scheduling follow up and during the actual appointment.



HybridChart can help you be proactive and improve patient discharge. Schedule a live demo at www.hybridchart.com today!