

# SHOPPING FOR PATIENT EXPERIENCE

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- ✓ I can quickly schedule an appointment.
  - ✓ My doctor listens to me and gives answers I understand.
  - ✓ I feel respected by my doctor and clinic staff.
  - ✓ My doctor knows my medical history.
  - ✓ I get timely reminders and follow-ups.

## THE CHALLENGE:

### ENSURING A GOOD EXPERIENCE AT THE DOCTOR'S OFFICE BECAUSE IT CAN LEAD TO BETTER HEALTH.

From scheduling an appointment to following up after an exam, Michael wants to make sure his expectations are met every time he goes to the doctor.

## 1 HE SEARCHES FOR A PRIMARY CARE TEAM THAT IS COMMITTED TO AN EXCELLENT PATIENT EXPERIENCE.



He goes to the Community Checkup to see how his clinic scored on the latest patient experience survey.

## 2 HE ASKS QUESTIONS AND TAKES NOTES.



Michael does his part by coming to his appointment with a list of questions and ready for discussion. He makes sure he understands what the doctor is saying before leaving.

## 3 HE KNOWS HE HAS OPTIONS.



If Michael's expectations aren't being met, he talks with his doctor about his concerns or looks around for a new doctor.

Patient experience focuses on the key patient interactions shown to be the most important to patients and linked to better health.

## BECOME A SAVVY HEALTH CARE SHOPPER.

To find out how your medical group or clinic scores on patient experience, visit [www.wacommunitycheckup.org](http://www.wacommunitycheckup.org).