



## **Patient and Family Advisory Council Meeting**

**September 22, 2016**

- **Community Resources**

Destiny gave a demonstration of the Community Resources website that she has been working on. Everyone thought it was fantastic and would help many of our patients and people in the community, especially the calendar function to see where food pantries and hot meals were located each day. She asked the patients to think about anything that might need to be added or changed and bring back to the next meeting.

QUESTION: Can we add a link to this on the patient portal?

- **Review of Happy-or-Not and Appointment Reminders by Text Message**

Patients at the meeting still preferred notification by phone. However one stated that there is a problem with the current system if there are multiple people at the same phone number (land-line) who are patients because the system just says, someone at this number has an appointment but doesn't say who. We discussed HIPAA regulations, but that many offices who use this technology including UAMS give a first name in the message.

QUESTION: Can we please look into adding a first name into the automated message?

Also the patients there still had never seen the Happy-or-Not system. Destiny brought it into the room to show them what it looks like. They had never seen it.

QUESTION: Are front desk personnel directing patients to it?

- **Phone Systems-Have you called and what problems have you had?**

Patients stated that they had not had any problems getting in touch with who they needed to

- **Discussion on Patient Engagement. How to get patients to be more pro-active in their health and get preventive care instead of waiting for problems to arise**

IDEAS: Proactive calls, cards, etc. Just to ask how you are doing; Referrals to health coaches who have more time for individual attention and can create action plans (idea for Melissa, Sonia, and Rhonda to work together to create action plan form); Sending out post cards instead of letters for things like mammograms (cheaper postage); It is all about frequency of contact and accountability-patients more likely to do well if they know they are going to see that health coach or provider and be put on the spot as to how they are doing with goals set

QUESTION: Can Televox send out reminder texts like "It's time to get your flu shot. Our flu clinic is open (date and times)"?

- **Open discussion**

Answered some questions from patients about how to get information on what OTC meds and herbs affect medications. We need to make our patients more aware of the resources available to them thru our library, pharmacist, and health coaches. Maybe include some of that in the card that Destiny creates to inform them of the community resources?