

WHOOO...

Patient/Family Advisory Council



September 28, 2018 3rd quarter meeting

3 employees and 4 patients were present

1. We began with a quick icebreaker to get everyone talking and sharing thoughts and ideas.
2. We discussed the results from the Survey Monkey that I recently sent them to help get input on our patient portal redesign. Johnathan Scott White connected to us via Skype and showed new aspects of the patient portal including the mobile view, which has map/directions to clinic, ability to call the clinic directly from that view, and messaging and ability to attach a photo from their phone. Other features discussed were patient education handouts being pushed to the portal, appointment option booking, bill pay, and assessments and forms.
3. Now that the Happy or Not system is gone, we need to set up another method of getting patient input. We discussed what the most important questions we need to be asking are. Suggestions were: 1) What was your wait time in the waiting room? 2) What was your wait time in the exam room? 3) How long did you get to spend with your provider? 4) Did you have a chance to discuss any problems you are having with the provider? 5) Were you asked if any of your medications have changed?
4. We talked about what information they would like to know about our clinic, for signage, the television in the lobby, and advertisement. Responses were:
 1. That we take all kinds of insurance not just Medicaid. Some people in the community think that they can't come here because they have private insurance. One patient advisor was told "I wish I could go there but I have insurance".
 2. How a residency works and that the providers would leave at the end of 3 years but this is why we have a care team approach.
5. During open discussion, one patient made the comment that some of the providers need to be more hands on instead of focused on their computers so much.