

Getting Appointments and Care Quickly

Measure Description

The Getting Appointments and Care Quickly measure evaluates patients' satisfaction with how quickly they were able to get appointments and care.

This is self-reported by patients and collected annually as part of the Consumer Assessment of Healthcare Providers Systems (CAHPS®) Survey.

Survey Questions

- When you needed care right away, how often did you get care as soon as you needed?
- How often did you get an appointment for a checkup or routine care as soon as you needed?

Ways to Improve Patient Satisfaction

- If the requested provider is not available within the standard timeframe, offer patients an available appointment with an alternative provider.
- Explore and consider offering telephone, telehealth and telemedicine visits when appropriate for the patient's needs.
- Leave a few appointments open each day to accommodate urgent and follow-up visits.
- Encourage patients to use the 24-hour Nurse Advice Line, anytime they have question about their health.
- If the provider is behind schedule, the office staff should respect the patient's time by giving them choices and a realistic estimate of when they will be seen.

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