

# Getting Needed Care

*Access to medical care, including primary care, specialist appointments and appointment access, are key elements of quality care*

## Each year, the CAHPS® survey asks questions like:

- In the last 6 months, how often was it easy to get appointments with specialists?
- In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
- In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
- In the last 6 months, not counting the times when you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
- In the last 6 months, how often did you see the doctor you were scheduled to see within 15 minutes of your appointment time?

## Ensure your patients are satisfied with their ease of access by:

- Seeing members within access and availability standards.
- Scheduling appointments in a reasonable window for each request.
- Following up with members after referral to specialists to ensure care is coordinated.
- Ensuring all information for specialists, tests, and procedure authorizations is provided and following up as necessary.
- Reducing time in the waiting room to no more than 15 minutes from appointment time.

## Helpful tips to provide the needed care to your patients:

Managed Health Services (MHS) continually monitors and evaluates measures that reflect appropriate coordination of care practices. These include:

- Reviewing medications with your patients.
- Offering to schedule specialist and lab appointments while your patients are in the office.
- Reminding your patients about annual flu shots and other immunizations.
- Making sure your patients know you also are working with specialists on their care. Ensure you receive notes from specialists about the patient's care and reach out to specialists if you have not gotten consultation notes. Tell your patient the results of all test and procedures. Sharing decision making with patients to help them manage care. And please follow up on all authorizations requested for your patient.
- Contacting your patients to remind them when it's time for preventive care services such as annual wellness exams, recommended cancer screenings, and follow-up care for ongoing conditions such as hypertension and diabetes.

**We're partnering  
with you to bring  
quality care  
to members &  
patients.**