

Real Health Care. The Way You Want It.



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Visit Summary

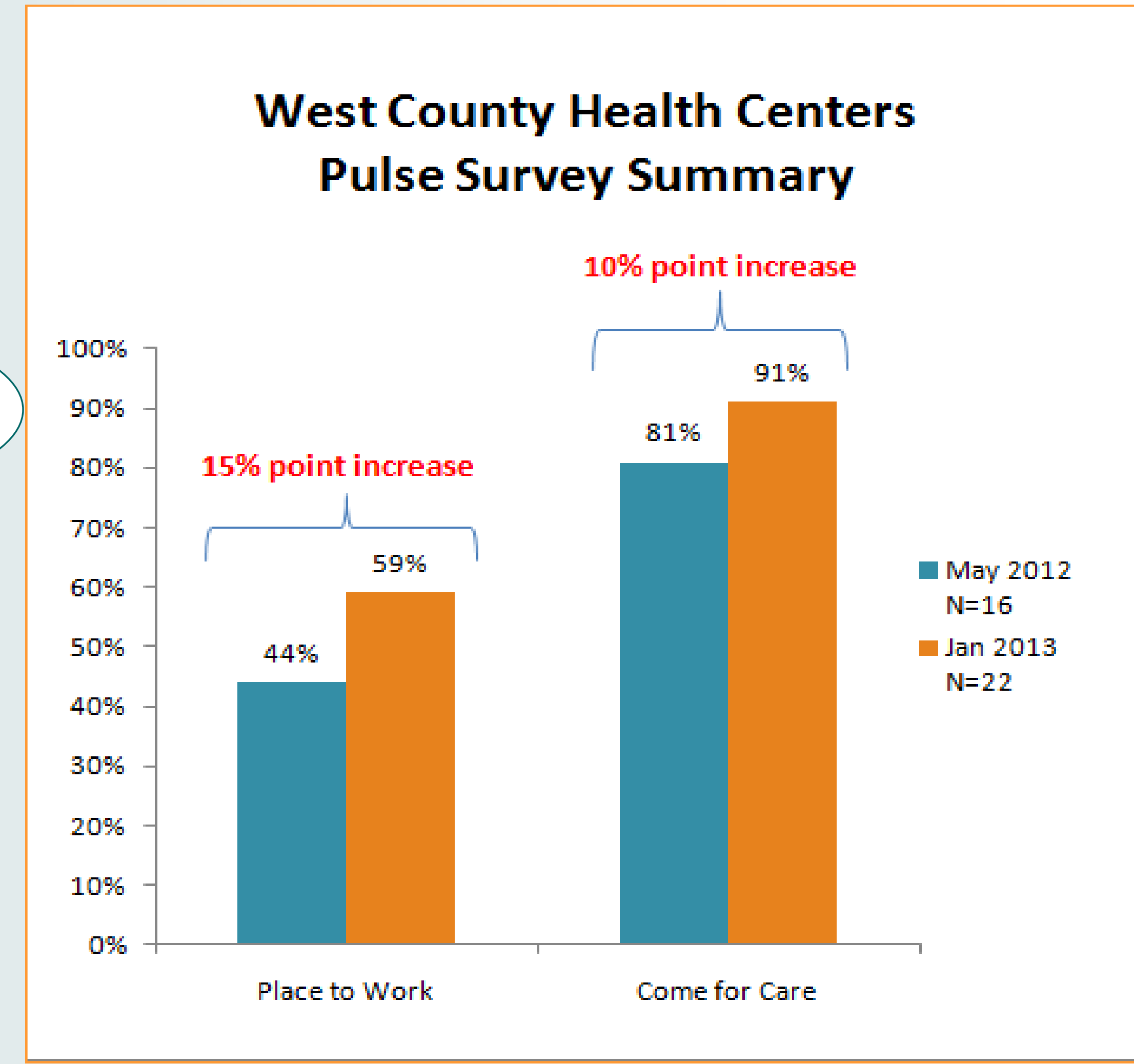
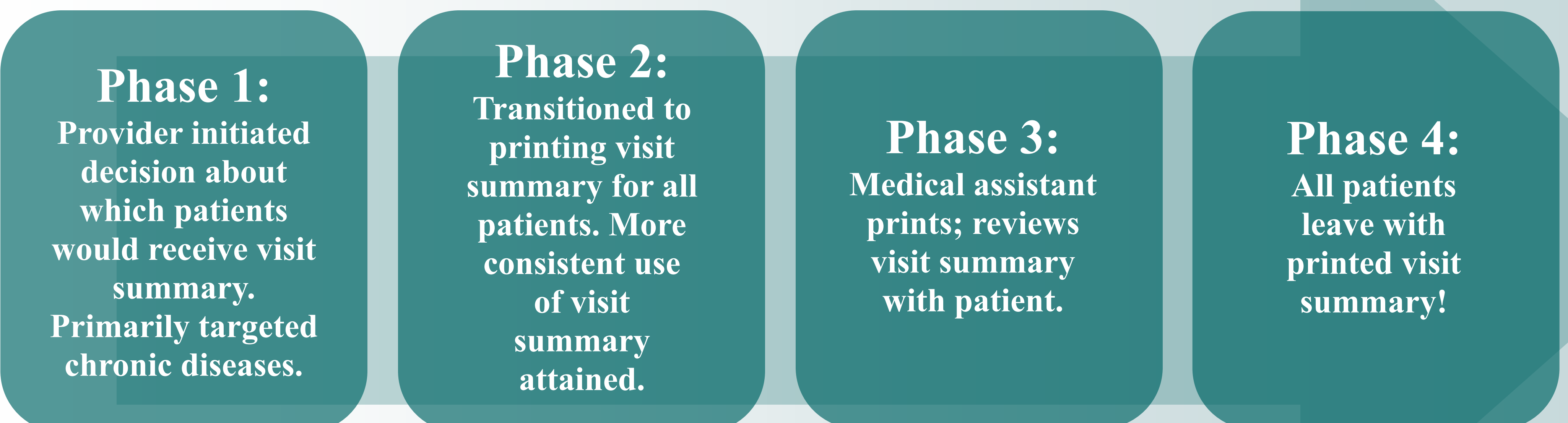
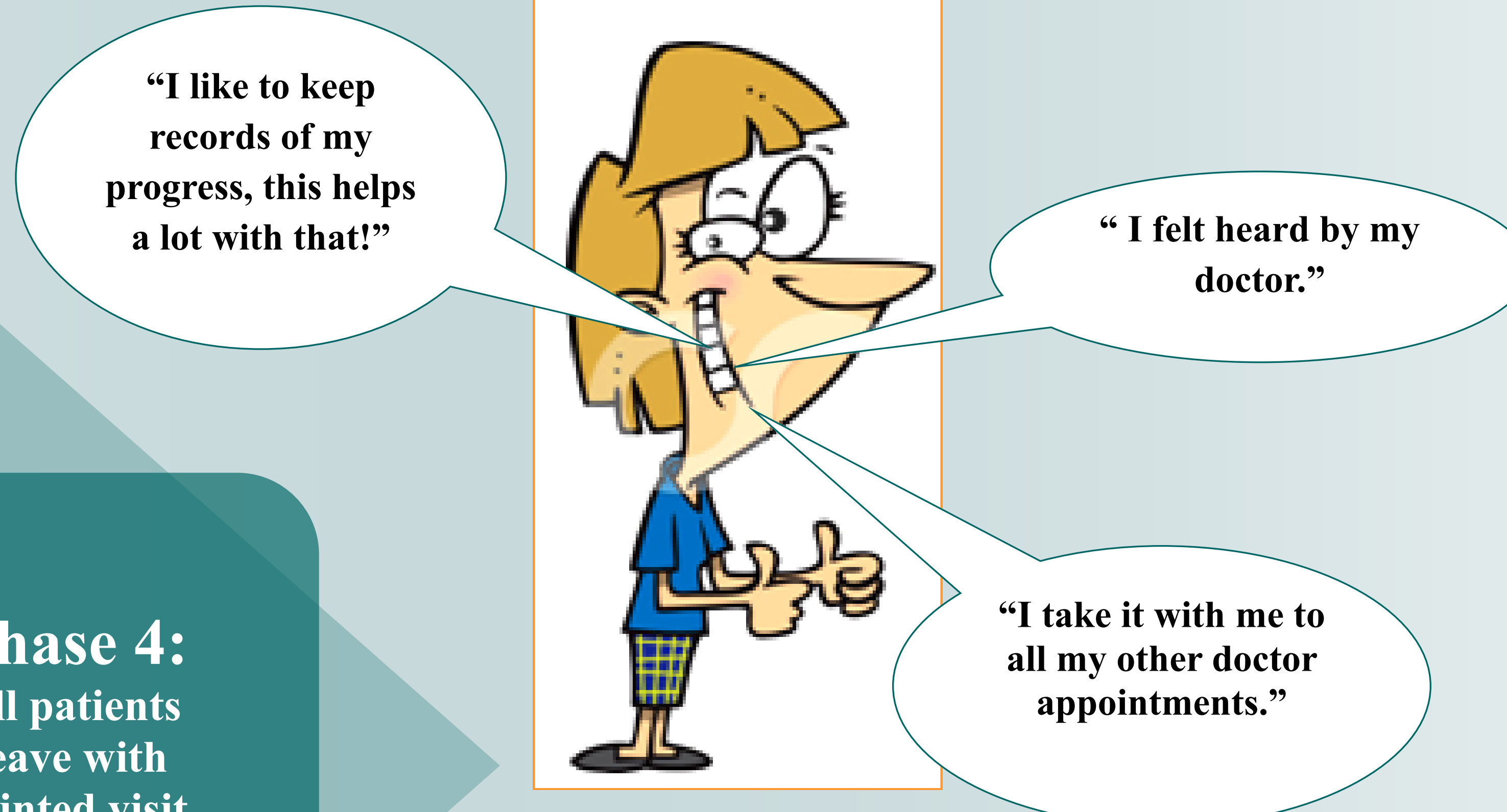
Improving patient care and communication by giving each patient a printed summary of every visit with their medical provider.

Always Event

Patients will **ALWAYS** receive a printed visit summary following their visit with their medical provider.

Benefits:

- Improved patient understanding of treatment plan, medications, etc.
- Decreased patient phone calls
- Improved patient follow up and compliance
- Meaningful use



Design Session Themes:
 Patient Care
 Communication
 Customer Service/Training

Barriers and Challenges:

- Choosing which patient to give visit summary barrier to attaining goal of Always Event.
- Success was dependent on provider changing charting habits = completing all charting by end of visit.
- Limited to English only.

Outcomes and Successes:

- Patients find visit summary very useful and informative.
- Reinforces meaningful use and PCMH
- 100% compliance with pilot team!

Lessons Learned:

- Clinic time became more efficient.
- Easier than we thought it would be!
- Patients keep visit summary in their home files.

