

Three Ways to Improve the Urgent Care Patient Experience



White Paper

Quick'rCare

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ABOUT US

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Quick'rCare's mission is to make healthcare more human by integrating patient-centric technology into the urgent care space. We help healthcare facilities acquire new patients, streamline operations, and enhance the overall patient experience.

In 2016, serial entrepreneurs Alex Guastella and Raghu Dhulipala joined forces to solve digital problems that sick patients face every day. Quick' rCare was created through much deliberation to be a guidance platform that will help the 145 million people who end up in the emergency room every year. Since its inception, Quick' rCare has helped over a million patients, added over 20 team members, and brought on great investors. We are already in use and countless emergency rooms, urgent care facilities, and retail clinics across the country.

OUR CAPABILITIES

- White label Check-in Tool with EHR/EMR Integration
- Zero Wait Experience for Patients
- Patient Communication Tools
- Partner Referral Dashboard
- Marketing & Patient Acquisition
- Patient Experience Review Score

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1

Get Feedback from Urgent Care Patients

Feedback from urgent care patients is essential for facilities because they gain the information they can utilize to better their services. The feedback the patients provide about the urgent care service depends on several aspects, including the waiting time, how the doctor treated him or her, how the hospital managed its schedule and whether it followed up on the patient aftercare.

It's important to collect feedback from all types of patients, but urgent care facilities have a unique opportunity to learn from their patients because they're generally higher-acuity than other clinics. There is increasing evidence that it's possible to accurately predict future inpatient readmissions with data collected during an initial visit. The ability to predict readmissions could also reduce costs by allowing providers to focus on preventing unnecessary readmissions instead of treating them after they occur.

Eunice Wong et al. (2020) reiterates the feedback the patients provide assesses that patient-centred care, and hospitals can use strategies like surveys to measure their overall satisfaction. Also, Wong et al. (2020) argue that complaints and compliments are most important for hospitals to gain feedback as they can check the patients' likes and dislikes about the aftercare services to improve them.

Here are some things that you may want to consider asking your patients in future surveys: Why did you choose urgent care? Was it convenient? Were you able to get an appointment quickly? Are there any barriers that prevent people from coming here instead of going straight to the ER (such as insurance issues)?

It's also important to know what issues are most likely to appear on negative reviews on your Google Business listing. This will help you understand what areas of your business need improvement so that you can make changes.

2

Making Urgent Care Appointments Easier to Schedule

Urgent care patients have a hard time accessing priority care from medical professionals as their appointments can be over thirty minutes after their admission, which can threaten their health adversely. Ali Ala et al. (2021) stipulate that effective appointment scheduling is essential for patient satisfaction, especially for urgent care patients, as they can get the services they need within the time provided by the hospital. Ala et al. (2021) claim that the advantages of hospitals that include reliable scheduling is minimizing cost of service, patient waiting time, and maximizing cost efficiency to increase patient satisfaction.

In most cases, scheduling in hospitals can be challenging because of the many different platforms used on health system websites. This makes it difficult for patients to find what they need when they want it most — which is usually during an emergency or urgent situation.

For example, a patient might visit a hospital's website to schedule an appointment but not find any options for urgent care. The patient then may call the hospital's customer service line only to be transferred to a separate facility — like an urgent care center — with its own website and phone number.

A scheduling platform that integrates with existing hospital EHRs and clinical systems can help hospitals solve this problem by providing consistent access to all available appointments from anywhere on any device. Moreover, implementing an online scheduling feature allows hospitals and clinics to reduce operational costs.

Online appointment scheduling is an effective way of improving patient experience and satisfaction. Patients feel more comfortable when they know that they have booked their appointment in advance and are not required to wait in long queues at the reception area before being attended to by a healthcare provider.

3

Follow up with the Urgent Care Patients After their Visit

Many urgent care patients have crucial needs that take them to the hospitals. After they have been attended to, it is crucial for the doctor who observed them to follow up with them to determine if they need extra services or inquire about their recuperation.

The strategy is vital as it allows the patient to open up about how they are feeling to know whether or not they deserve to return to the hospital for further checkups. Megan E. Price et al. (2020) reiterates that health facilities should introduce ways to provide access for those who need follow-up services to ensure they interact with their doctor if they have any acute or chronic complaints about their health progress. In Price et al. (2020) study, they concluded that facilities with frequent follow-up services allow for easy scheduling of patients with urgent care needs to satisfy their health needs. Their research is crucial as it shows that follow-ups are required for urgent care patients because medical professionals deserve to know how they are progressing to help them if any issue arises.

Also, according to the article, "Telehealth for Follow-Up Care" (2019), telehealth can be an important follow-up tool as medical professionals can make use of audio, video, email, text messages, and even chatbots to remotely interact with their patients to ask them of their progress and remind them of their prescribed medicine. In fact, through the telehealth follow-up, the urgent care patients can receive moral and emotional support, assuring them that their doctors prioritize constantly catering to their health needs as their primary goal is for them to recover quickly. Certainly, follow-up is among the essential aspects that hospitals should consider when dealing with urgent care patients to receive constant care, in-person or remotely.

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