

Access to Specialty Care:

Three Ways You Can Improve Patient Satisfaction

Did you know that obtaining a timely specialist appointment is one of Healthfirst members' biggest challenges? The good news is that you can help your patients easily access specialty care by following three simple steps. Whenever you provide a referral to a specialist, be sure to:

- 1** Confirm that the specialist accepts the patient's Healthfirst plan:
Do this by visiting HFDocFinder.org to see if the specialist is a participating provider. You can download our how-to guide, *Helping Healthfirst members access the care they need*, at Healthfirst.org/PatientSatisfaction for more detailed instruction
- 2** Help the patient schedule their appointment before they leave your office.
This is the first step in making sure your patient's follow-up care needs are met, which helps to improve their satisfaction
- 3** Send any necessary medical records or information to the specialist's office once the appointment is scheduled. This will ensure the specialist has everything they need to provide the best possible care to your patient

To learn more about the areas to focus on for improvement and how to implement best practices, and to find helpful resources and links for both you and your patients, visit www.healthfirst.org/PatientSatisfaction.