

# Patient Exit Strategy in Family Medicine Clinic

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## Project Description

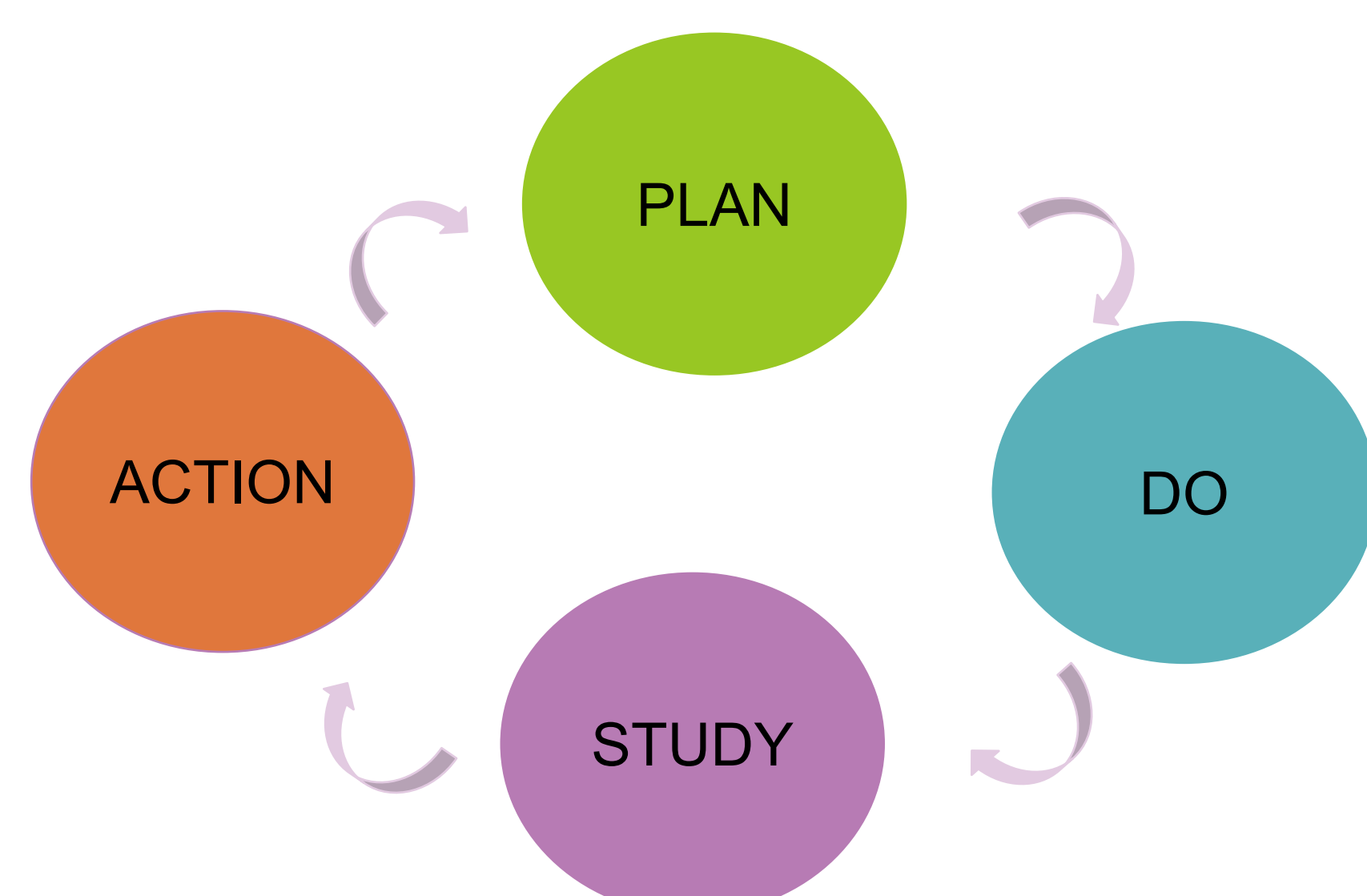
Currently there is a need for patient exit strategy at Baldwin Family Medicine clinic, when patients leave after their appointment. There is no patient portal available either. When the patient is ready to leave after seeing a provider, they are given verbal instructions. These instructions can sometimes be extensive, and patient may either not understand or forget to follow instructions.

At the Baldwin Family medicine clinic when the patient is ready to leave after seeing a provider, they are given verbal instructions. These instructions can be extensive which causes a lot of confusion/forgetfulness in some patients who are elderly, uneducated or otherwise unable to remember detailed medical plans. They often forget changes made to their medical management and return without picking up medications from pharmacy, or seeing a specialist, or getting the imaging that was ordered for them, or forget to follow up even. This at times results in multiple visits to address the same issue, reduces patient compliance and there by results in poor patient management.

## Objective/Purpose

We would like to see better physician-patient communication when patients are given instructions to follow. We would like to see an increase in patient medical compliance.

## Methodology



## Methodology

Pre-Survey: Patient Exit Form Date: \_\_\_\_\_

- When your patients return to the clinic for follow-up, how compliant are they with medical management instructions given during their previous appointment? For example, picking up medications from pharmacy, seeing a specialist, or getting imaging that was ordered for them.
  - Very compliant
  - Somewhat compliant
  - Not compliant at all
- Currently there is no official medical management instruction document used at the Baldwin Clinic by physicians to give to their patients. Would you agree with the implementation of an exit form where the resident/attending will write instructions for patients, in an effort to improve compliance?
  - Strongly agree
  - Agree
  - Neither agree or disagree
  - Disagree
  - Strongly disagree
- If we develop an exit form where you have to write medical management instructions for the patient, what components do you think should be included in such a form?

Post-Survey: Patient Exit Form Date: \_\_\_\_\_

- When your patients returned to the clinic for follow-up over the past two months, how compliant were they with medical management instructions given during their previous appointment? For example, picking up medications from pharmacy, seeing a specialist, or getting imaging that was ordered for them.
  - Very compliant
  - Somewhat compliant
  - Not compliant at all
- Did you use the patient exit form?
  - Yes
  - No
- How often did you use the form?
  - Every patient encounter
  - Most patient encounters
  - Some patient encounters
  - I have never used the form
- Did you find it helpful?
  - Very helpful
  - Somewhat helpful
  - Not helpful at all
- Did the form help you communicate better with your patient?
  - Yes
  - No
- Did you feel more comfortable sending your patient home with instructions?
  - Very comfortable
  - Somewhat comfortable
  - Unchanged
  - The form made communication harder
- Did you feel your patients were more compliant with changes in medical management because of the form?
  - Yes
  - No
- What did you like about the form?
  - Free text...
- What did you not like about the form?
  - Free text...
- What would you like to change about the form?
  - Free text...

Doctor Recommendations

Date: \_\_\_\_\_

Patient Name: \_\_\_\_\_ Doctor Name: \_\_\_\_\_

<b>General Recommendations</b>	<b>My Labs Today</b>
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____
4. _____	4. _____
<b>Medication Changes</b>	<b>Referrals</b>
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____
4. _____	4. _____
<b>Imaging</b>	<b>Follow Up</b>
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____
<b>Other Notes:</b>	
_____	
_____	
_____	
_____	

## Results

There were fourteen provides who took the pre and post survey over span of eight weeks. According the presurvey, eight of thirteen providers felt that their patients are somewhat compliant with changes in management instructed in the previous appointment. One provider chose not to answer the question. Twelve out of thirteen either agreed or strongly agreed implementation of an exit form with written instructions for the patient in an effort to improve compliance while one neither agreed or disagreed. After implementation of the exit form, all providers felt their patients were somewhat or very compliant with changes in the medical management. Twelve out of the fourteen providers thought it was somewhat or very useful. Eleven of fourteen providers felt the form helped them better communicate with their patients. Nine out of fourteen felt their patients were more compliant with changes in the medical management because of form.

## Conclusion

The exit form was a great success. Most providers used the form and found it helpful to better communicate with their patients especially with their follow up appointments. It was simple to understand for the patients. Recommendations for improvement included the use of colorful papers and patient exit form should be available in Spanish also.