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### Improving the Patient Experience Through Virtual Urgent Care

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# IMPROVING THE PATIENT EXPERIENCE THROUGH VIRTUAL URGENT CARE

**Jessica Hawes**

M.S. in Healthcare Management

2021

Granite State College

## AIM STATEMENT

To improve accessibility for patients with acute needs that may prefer to be seen virtually due to the current COVID-19 pandemic, or be medically complex and would be safer to keep out of a healthcare facility. Telemedicine creates another avenue for clinicians to provide care.

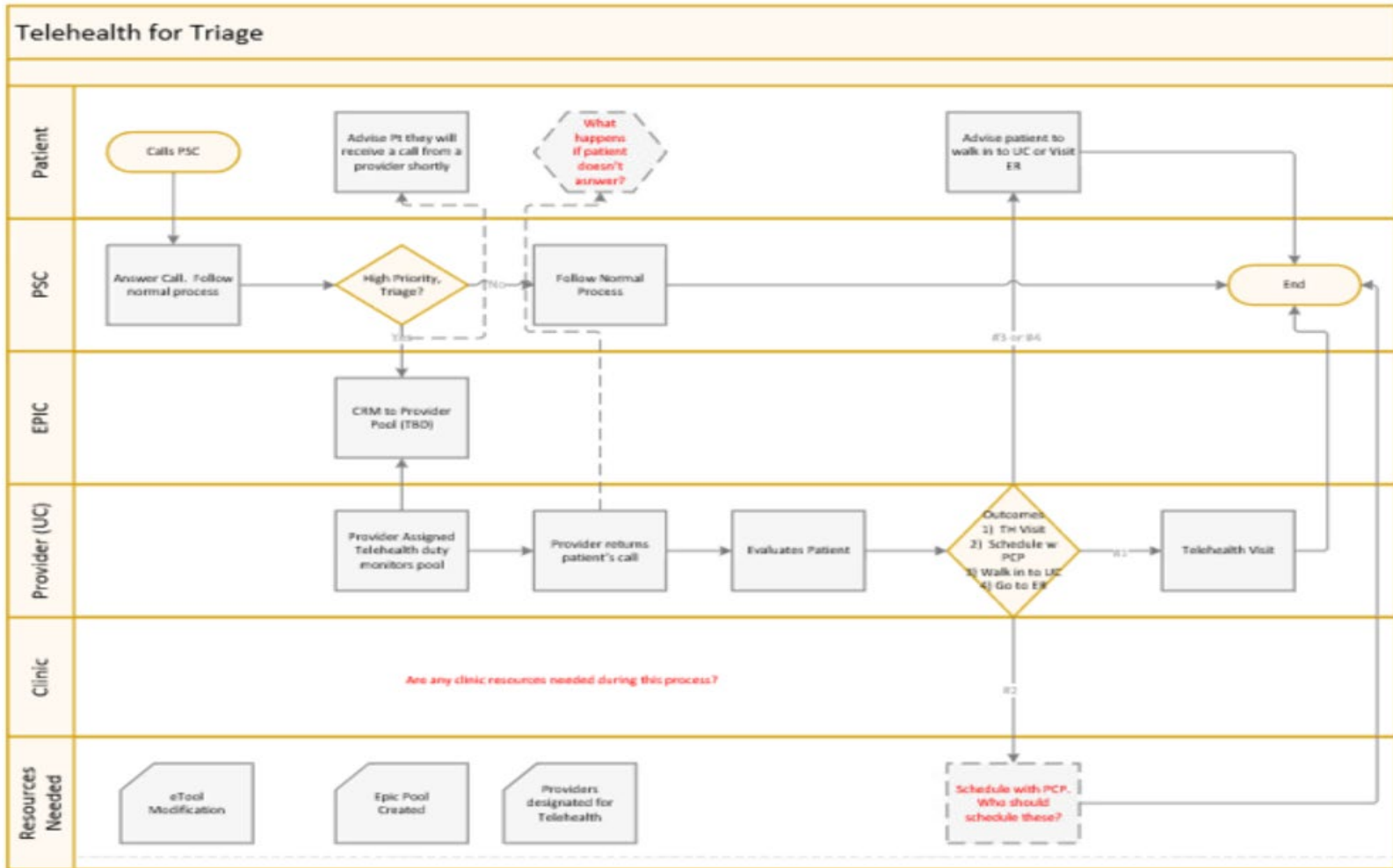




## EVIDENCE

- Experiential- patient feedback has informed us that they do not want to come into a healthcare setting during the COVID-19 pandemic, potentially delaying necessary care.
- Scientific- The United States saw a 42% reduction in emergency department visits since March 2020. The Mayo clinic saw a 78% reduction in office visits from Mid-March to Mid-June 2020.

# WORK FLOW



## NEXT STEPS

- Identify a provider champion and provide at-elbow training and support to all staff and physicians involved
- Deliver all necessary training and reference materials to Patient Service Center and Urgent Care staff.
- Solicit department feedback and monitor patient satisfaction surveys
- Provide regular updates to department leadership, as well as, Senior leaders.



**Questions?**

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