

Rooming the Patient

Improve Patient Experience

Many patients dread clinical visits due to long and uncomfortable wait times. This is where **Patient Rooming** can emerge as an efficient tool for streamlining the patient journey.

It is also an effective tool for understanding the patient's most pressing needs so the doctor knows where to start.





Use CAHPS in your Pre-Visit Checklist

Below are patient questions you can add to your Pre-Visit Checklist that could highlight barriers they need your help resolving.

Questions for the Patient Rooming	Concerns/barriers to discuss with provider	CAHPS Measurement
Are there concerns or barriers that prevent you (or your child) from receiving recommended vaccines? Like flu, HPV, tetanus vaccine?		Getting needed care
Are there any medical records that we may need to obtain from another office since your last visit with us?		Care coordination
How would you like to receive any test results that may occur with this appointment? Any concerns with how you have received test results in the past?		Care coordination
What is the best way in which you would like to schedule your next follow up visit?	<i>(circle one)</i> My Chart · Email · Phone call Schedule at end of visit	Getting appointments and care quickly
Have there been any instances in the last 6 months in which you have not been able to be seen by this office or a specialist in a timely manner?		Getting appointments and care quickly
Are there any tests or treatments your doctor has provided that you have further questions about?		Getting needed care
Are there any concerns you may have in getting any tests/treatments completed (scheduling appointments, timelines for test results)?		Getting needed care
Have there been any instances in the last 6 months in which your medications have not been ready at the pharmacy when you expected them to be?		Getting needed prescription medications
Are there any medications in which the copay is higher than you expected or your insurance does not cover?		Getting needed prescription medications

Even the smallest changes to a patient journey can result in higher CAHPS scores, and inevitably better patient care.



Here are the common steps involved in Patient Rooming:

Patient Introduction: Greet the patient in the waiting room and lead them to the appointment room. Ensure that you are engaging with the patient in a warm and welcoming fashion.

Inquire About Appointment Objective: In a kind and compassionate manner, inquire about the patient's objective of the appointment. Understand why they are there and what they seek to accomplish from the visit. Identify the most high-priority health concerns.

Update Health Records: Add any new conditions or symptoms to the patient's health record. Be sure that any recent tests or screenings have been indicated on the record.

Address Patient Questions: Use the Pre-Visit Checklist to help start the conversation. Encourage patients to be open about any concerns they have about their treatment or condition. Inform the physician of any questions that are relevant to the appointment.

Conduct Patient Screening: Screen the patient using standard protocol to determine any tests or procedures that they will need to undergo. Prepare the patient for any tests that the physician will be performing and if necessary provide them with the appropriate protective gear.

Briefing The Physician: After collecting all the required details from the patient, be able to summarize this information to the physician. Highlight any glaring issues from the health record or any urgent patient concerns.

The Rooming process ends when the Medical Assistant transfers the responsibility of care to the physician. An efficient exchange of care means minimizing time without compromising on the quality of care.