



What's in it For Me?

Benefits for Physicians

- Advanced Access promotes continuity and a system that supports the provider, even in his/her absence. This will translate into not only increased patient satisfaction but provider and staff satisfaction too.
- Open capacity in a physician's schedule can be used to better manage his/her own patients. Patients will see their own doctors more often. Continuity with the same physician improves efficiency and care.
- Once the backlog is worked down you will find room on the schedule every day to see your patients, grow a larger panel if you choose to, offer an appointment today for any problem and delight your patients.
- Advanced Access encourages more efficient and effective operations. The right things can be done in less time.
- Call volume and messages will decrease. Your staff will be on the telephone for a shorter length of time making each appointment. They will not need to consult with you as much on where to "squeeze in" a patient when you have no more appointments available.
- There are fewer complaints from unhappy patients who are waiting to see you and there will be more flexibility on the schedule every day.
- Planned and unplanned absences will be easier to recover from. Advanced Access forces planning for contingencies to meet fluctuations.
- Many offices have reported fewer urgent visits, and less rework after an urgent care visit is seen.
- There will be fewer no-show and cancelled appointments. Patients are less likely to forget an appointment made for the same day or one close to the request date. Patients are less likely to schedule appointments "just in case."
- Staff and physicians are working hard already. Why work harder? Can we really work down the backlog? With careful planning, the backlog can be reduced if not eliminated. The results are worth it. Physicians achieving Advanced Access state they are more likely to leave on time and finish the day's tasks, feeling more in control of their day.