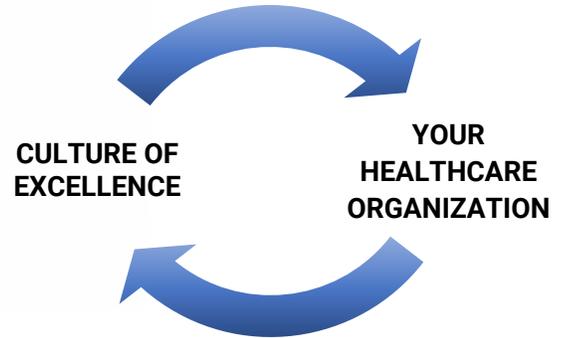


Increase Your Patient Volumes & Safe Access to Care



Our Experts

From increasing patient volumes to providing the best quality care, John Lynch & Associates will assist you in creating and promoting a culture of excellence across your entire organization.



Action Steps to Increase Visits

The demands and challenges of the COVID-19 pandemic created hardships for many healthcare organizations and their patients. Many of these challenges are due to temporarily closing, relocating services, or delaying elective surgeries and non-life-threatening visits. Regardless of the uncertainty of where the pandemic is heading, patients still need care.

Here is a checklist of action steps your organization can use to win patient trust, increase visits, and avoid deferred care.



Eliminate BOTTLENECKS

Eliminate bottlenecks to bring back patients that need care.

Timely clinic appointments drive growth and improve your bottom line. Establish and measure appointment availability against industry benchmarks. Consider creating key performance indicators (KPIs) to measure your provider's capacity with your patient panel. Establish a patient wait list for next-available appointments.



Hours of OPERATION

Consider changing your hours of operation.

The pandemic caused a decrease in patient volume and organizations responded by furloughing employees or reducing hours the physicians worked. Now organizations are faced with a bottleneck of delayed care. Consider expanding hours of operation on weekdays and weekends to ensure timely access to care. Expanding hours might also provide opportunities to socially distance by having less patients and providers in the clinic at one time.





Streamline **PATIENT FLOW**

Reduce wait times.

Find ways to decrease patient anxiety by reducing time spent in the waiting area as well as the exam room. Prior to the pandemic patients averaged wait times in the range of 20 – 25 minutes. Digital check-in options might shift your organization away from traditional thinking and streamline the flow of patients through your office. Find ways to avoid bottlenecks and provide services from a patient-centered perspective.



Increase **VOLUME & REVENUES**

Optimize your schedule and reduce no-shows.

Restoring patient visit volumes and revenues is vital to your organization to survive and to thrive during this pandemic. You must quickly adapt to virtual visits or make the case to your patients that it safe to return for in-person visits. Patient safety concerns is a leading reason why it is difficult to restore visit volumes. Act by communicating and preparing your patients – let them know your facility is clean, social distancing is maintained, and how your organization is handling COVID-19 patients.

