

Advanced Access

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What is Advanced Access?

- ▶ Advanced Access is a same day scheduling system that allows practices to offer same day appointments to all patients by matching the supply of clinicians each day to the daily demands for visits.
 - ▶ Advanced Access is not a “walk-in” clinic where all patients have appointments.
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Benefits of Advanced Access

- ▶ Reduces inefficiencies in offices.
 - ▶ Improves effectiveness of primary care by improving patient's access to their primary care physician.
 - ▶ Reduces or eliminates delays in patient care without adding resources.
 - ▶ Medical practices often realize cost and efficiency savings. Patients no longer have to deal with long wait times and the number of no-shows decrease as clinic time is used more efficiently.
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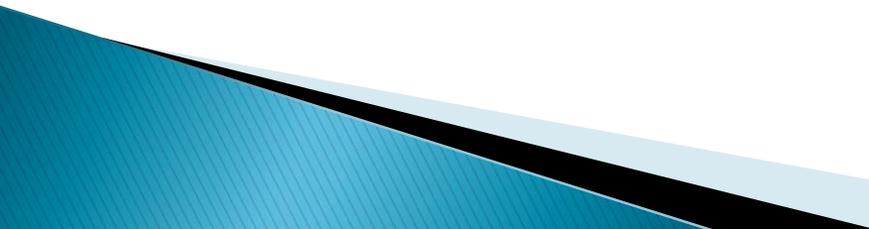
Support Staff

- ▶ Staff will spend less time on the phone “triaging” patients.
- ▶ Schedulers have fewer rules around scheduling.
- ▶ Clinic no longer has a need to call patients to schedule appointments.
- ▶ Staff can complete today’s work today
 - Fewer no-shows
 - Fewer patient concerns and questions
 - Efficient pre-visit planning

Happy Patients

- ▶ Patient's medical issues are addressed immediately and in person.
 - ▶ Increase in continuity as patients have access to their primary care physician. This results in better healthcare and higher patient satisfaction.
 - ▶ With no double-booking, time spent in reception areas are shorter.
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6 Elements of Advanced Access

- ▶ Balancing supply and demand
 - ▶ Reducing backlog
 - ▶ Reducing the variety of appointment types
 - ▶ Developing contingency plans for unusual circumstances
 - ▶ Working to reduce demand of one-on-one visits for outdated clinical protocols
 - ▶ Increasing the availability of bottleneck resources
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Next Steps

- ▶ Measure supply and demand.
 - ▶ Recommend starting with a pilot test team of providers.
 - ▶ Reduce the backlog of appointments – this could take 6 to 8 weeks.
 - ▶ Simplify appointment types.
 - ▶ Develop a contingency plan for days or parts of the day when demand out weighs the availability of physicians.
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