COMMUNICATION CAPSULE

Does an office visit sometimes take longer than planned?

Do unanticipated concerns arise at the end of your clinic visit?

SET AN AGENDA

You and your patient should mutually agree on an agenda based on priority and available time.

AGENDA SETTING CAN HELP YOU:

IMPROVE QUALITY & SAFETY
Patients are more likely to feel welcome to raise symptoms or concerns that could be important.

IMPROVE PATIENT EXPERIENCE SCORES
Patients will remember that you addressed their concerns, not the actual time spent in the visit.

ALLEViate STRESS AND SAVE TIME
With an agenda, time spent will be shorter and unaddressed concerns are less likely to pop up at the end.

TRY THIS AT YOUR NEXT VISIT

“We are here to see how you are doing with your blood pressure and diabetes. Are there other things that you would like to address today?”