

Patient / Team Meetings

- “We want to design a new way for you to interact with us...”
- Focus is to build on the most effective parts of the process, not the problem and try to “fix” it.

Meeting #1 Access / Appt Scheduling

- As you look back on your experience with UHC, think of a high point in your experience and what made it a high point? What was it about that situation that you liked?
- If you could wave a magic wand over the appointment process what would happen?.....
- How do you see the process working?
 - What is UHC doing new, differently, or better?
- What was your experience? What delighted you? What disappointed you?
- Your child has a need – what would be the absolute best way we could service that need, beginning with your phone call?

- Ask patients to fill in the blank and finish the question –
 - “When I call for appointments, I would like.....
 - “When my child is sick, it would be great if you.....
 - “It would be wonderful if UHC for Kids.....

- Physician access?
 - Nights, weekends?
 - Answering service
 - Call group
 - Triage
 - Sick vs. well visit

Meeting #2 Office Visits

- What do you think about the flow of your office visit?
- Can you describe your best experience?
 - What was it about that experience that made it so delightful?
 - What could have been done differently to make it an “ideal” experience?
- What do you think about the timing of your office visit?
- What are your experiences with the UHC Providers and Staff?
 - Were your needs met?
 - Were your questions answered?

Meeting #3 Follow-up: lab results, x-rays, treatment plans/clinical follow-up

- Can you describe your best experience regarding follow-up from your office visit?
- What was it about that experience that made it work for you?
- What could have been done differently to make it an “ideal” experience?
- What do you think about the timing of getting your lab and/or x-ray results?
- What do you think about the timing of the follow-up to your treatment plan?
- And, how that follow-up was presented to you?