



### Decrease Inappropriate Utilization



- The 2016 National Hospital Ambulatory Medical Care Survey found that 41.1% of emergency room visits occurred during business hours.
- Data from AnewCare, our ACO, shows a similar trend in ER visits.
- It is important for clinic staff to be aware of patients who may be at risk for inappropriate ER utilization.
- The most influential factor in changing how a patient thinks about accessing healthcare is a conversation with their PCP or another trusted clinic staff member.

### What Can We Do?

- Make sure patients with chronic diseases that can be exacerbated, such as CHF and COPD, understand the early signs and know when to call the office.
- Ensure patients fully understand their post hospitalization self-management plans.
- Make sure all staff answering phones understand the importance of not directing everyone to the ER (**unless it is truly an emergency**).
- When possible, encourage patients to utilize the walk-in or after-hours availability.
- Triage incoming illness calls for an office visit the same day or the next day.
- Remind patients there is a provider available 24/7 to answer medical questions over the phone.
- Encourage patients to enroll in the portal and utilize portal messaging for non-emergent needs such as medication refills and non urgent medical questions.