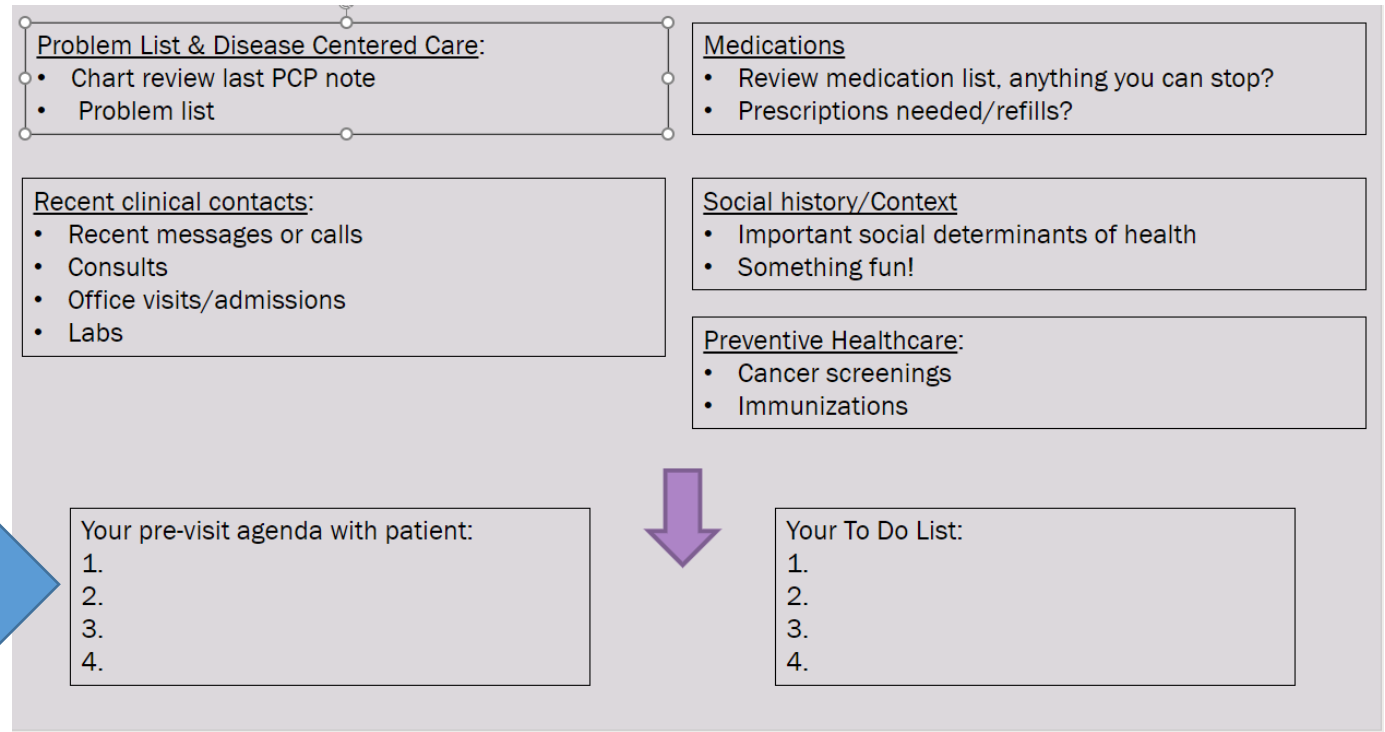


## Efficiency for Outpatient Care

### Before the visit:



### During the Visit

- 1. Build the Relationship:**
  - a. Introduce yourself and speak directly to the patient no matter if deaf, young, old, blind
  - b. Have informal conversation
  - c. Take a social history first
  - d. Tie in the nurses comments about the reason for the visit
- 2. Patients Perspective:**
  - a. Ask the patient what topics they want to cover today: Goal here is a list not a story
  - b. Avoid premature diving: Don't dive into any topic until you know ALL the topics they want to cover during the visit
- 3. Agenda Set:**
  - a. Ask the patient to prioritize what is most important to them
  - b. Refer back to your pre-chart list of "agenda items"
  - c. Negotiate what to cover between your list and the patients list
  - d. Ensure patients know ALL their issues are important and set expectations up front that you may not get to all of them and it may require a second appointment.
- 4. Patient Interview & Exam**
  - a. This is the actual body of the visit
  - b. Go in order of the agenda you set
  - c. Hear the patient's story & ask targeted questions

**5. Provide Closure:**

- a. Signal closure, summarize visit, review your plan
- b. Review the AVS & ask for teach back

**After the Visit:**

**1. Document:**

- a. Clearly and concisely document the problem & steps you took to address
- b. Clearly identify topics not covered during this visit that should be covered during your next visit

**2. Manage your in-basket**

- a. Document clearly so those covering understand what you were thinking
- b. TEAMWORK! Delegate tasks and work with your MA
- c. Maintain a positive attitude

**BONUS: Stuff to tell your preceptor**

- If you're running behind or if you need a minute to look stuff up
- Patient's context within the practice (ie, last seen 3 months by PCP or lost to care for 2.5 years)
- The vital signs (easy to over-look, but can change entire visit)
- Need for higher level of care (always lead with this)
- Things that may increase staffing time:
  - *Controlled substance prescriptions*
  - *Wound that will need examining*
  - *Potential procedure*
- Tell them what you're trying to improve on
- Bring a question and have fun