

PATIENT EXPERIENCE





Tanner Clinic's Mission Statement:

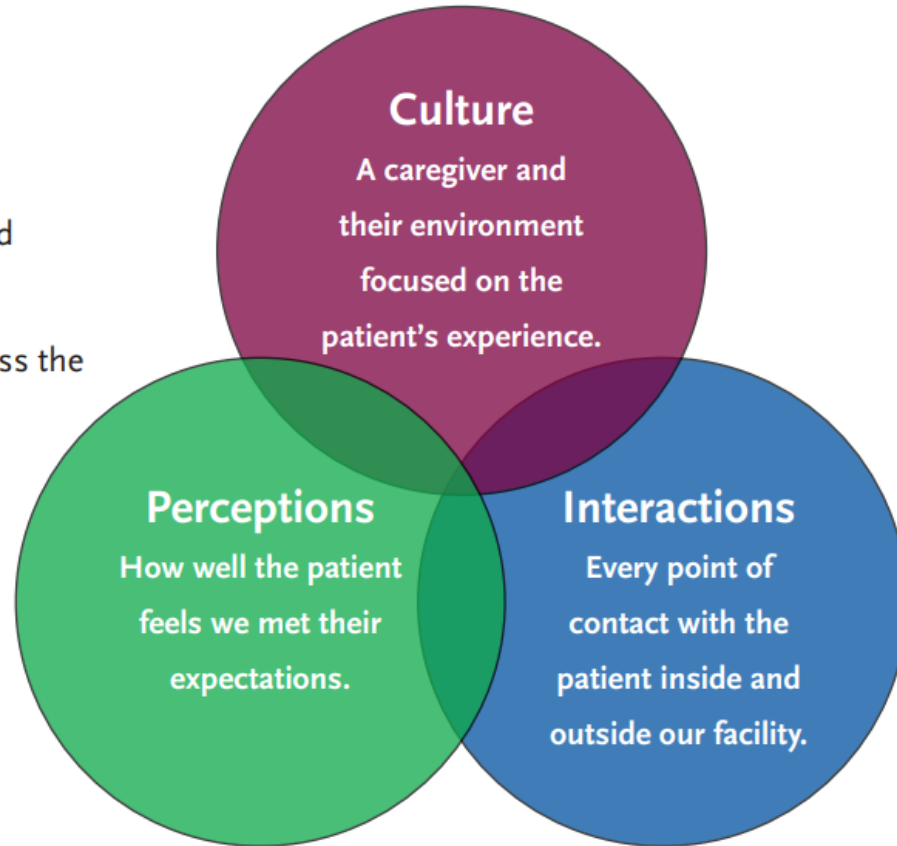
We provide comprehensive, accessible, high-quality family healthcare on a personal level.
We respond to our patients' expectations with *compassion, courtesy, and respect.*





Patient Experience

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.



- ▶ Scheduling
- ▶ Electronic Patient Registration
- ▶ Facility/Maintenance
- ▶ Reception
- ▶ MA Interaction
- ▶ Physician Encounter
- ▶ Lab
- ▶ Imaging
- ▶ Follow up care
- ▶ Patient Portal
- ▶ Insurance Billing
- ▶ Patient Accounts



CUSTOMER SERVICE VS PATIENT EXPERIENCE

REACTIVE

PROACTIVE



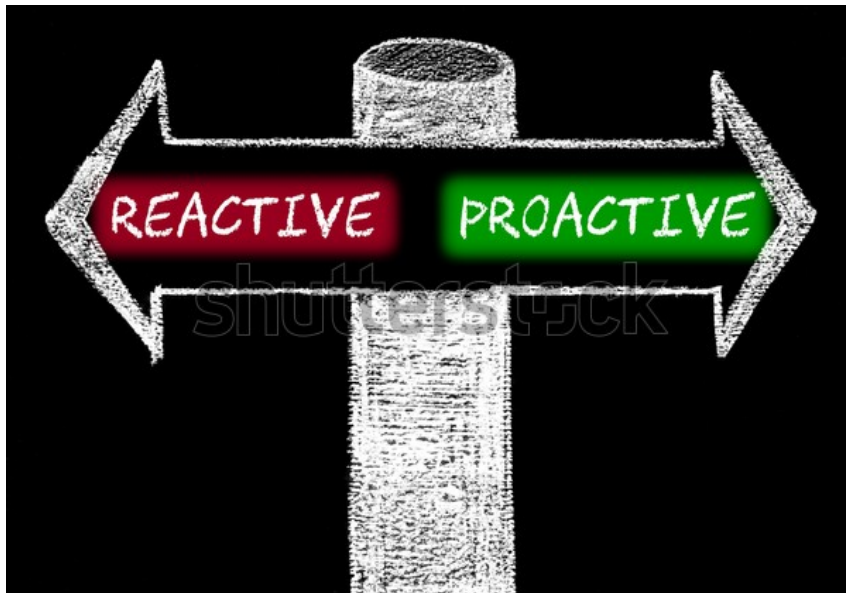
PATIENT EXPERIENCE DEPARTMENT

REACTIVE

- Take patient concerns and help resolve them
- Respond to online reviews

PROACTIVE

- Review processes to improve patient experience
- Train employees on CCR
- Work with payors to improve satisfaction scores



Contact Information

Susan Fowers

Patient Experience
Manager

Ext 3825

Cori Franks

Patient Advocate

Ext 3452

