Opportunities to Improve Continuity of Care at ECU Health OB/GYN Outpatient Clinic



25-year-old female patient presented at the ECU Health OB/GYN outpatient clinic for removal and reinsertion of a Nexplanon contraceptive implant.

Positive actions Friendly providers who welcomed and appropriately answered patient questions Brief waiting periods History, History & Check-in with Vitals, history, medication Check-out medication front desk & medication review, & with front review with staff and brief procedure review with desk staff medical wait with resident RN student

Opportunities for improvement

The patient answered "no" each time when asked by three separate providers if she currently took a certain prescription medication. It was unclear whether the patient understood why the medication was prescribed or if it was removed from the list by the end of the visit.

Recommendation: Ensure followup at front desk regarding opportunity for patient to schedule a physical exam during check-out.

Although the resident stated the

opportunity at check-out to schedule

a physical exam, front desk staff did

patient would be given an

appointment was made.

not initiate scheduling and no

Recommendations

Recommendation: Streamline medication reconciliation and identify whether patient understands which medications they are prescribed and why.