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.

Check-in with front desk staff and brief wait

Vitals, history, & medication review with RN

History & medication review with medical student

History, medication review, & procedure with resident

Check-out with front desk staff

Positive actions

Brief waiting periods

Friendly providers who welcomed and appropriately answered patient questions

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

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Although the resident stated the patient would be given an opportunity at check-out to schedule a physical exam, front desk staff did not initiate scheduling and no appointment was made.

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