Need for Improved Usage of the Patient Portal and Creating a Reminder Checklist at the ECU Pediatric Specialty Clinic

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BACKGROUND & PURPOSE

This project aimed to identify barriers to quality health care from the perspective of a patient in the health system by observing and critically analyzing a patient visit at the ECU Pediatric Specialty Clinic.

CARE EXPERIENCE SETTING

- 17-year-old male patient presented to the Specialty Clinic with his mother for a pediatric nephrology continuity of care visit.
- The patient had a stroke five years ago, leading to severe deficits in speech and movement.
- He lives one hour away from this clinic, but it is the closest available pediatric specialist for him.

TOUCHPOINTS & HOSPITALITY

- Each caregiver greeted the patient with familiarity.
- Check-in was quick and efficient.
- Short 10-minute wait before getting called back.
- The nurse walked the patient to the bathroom to collect a urine sample and then to his exam room.
- The resident used supporting communication by saying, "I'm listening," and head nodding.
- The physician allowed the patient and his mother to judge how comfortable they felt while also addressing the long travel distance.

IDEAS FOR IMPROVEMENT

- It is recommended to implement a virtual form on the patient's online portal that physicians may access before each visit. This form would be used to track major questions and concerns that the patient would like to get addressed at the upcoming appointment.
- Additionally, it would be beneficial to create a brief reminder checklist to give the patient at check-out so that they don't forget important dates and tasks, which seemed to be a major concern for patients with multiple caregivers.

CARE EXPERIENCE FLOW MAP

Check In with Registration Staff

Vitals & Labs with Nurse

Exam Room with Resident & Doctor

Discuss Care Plan with Doctor

Check Out with Billing Staff

Total Time: 42 minutes

3:30 pm

3:40 pm

3:47 pm

4:05 pm

4:12 pm