

PFAC

(Patient and Family Advisory Council)

Haller & Hug, PC

11/9/2017

[Edition 1, Volume 1]

Welcome PFAC

Patient and Family Advisory Council

On November 9, 2017, Haller & Hug, PC had our first PFAC meeting for obtaining input and guidance on how to improve the patient and family experience. This newsletter will serve as a way

for us to communicate the outcomes of these meetings. This newsletter can be found here in the office and will be posted on our website @ hallerandhug.com.

What Should we be doing more of?

Patients and families are part of their care and we as caregivers are part of their experience

Things we could do to improve care delivery

We asked what we could do now and in the future to improve access to care and care delivery. A few items that were mentioned are:

- ❖ Reducing prescription costs offering coupons and discount Rx programs
- ❖ Reintroducing portal for patients who may not be aware of it.
- ❖ Wearing name tags
- ❖ Medication reconciliations
- ❖ Speak slowly & clearly
- ❖ Improve Parking
- ❖ Adding power opener to the door of the suite
- ❖ Inform patients of benefits of their insurances they may

What works well here?

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We asked those in attendance to let us know somethings that they felt worked well in our office. Some of the items are listed below

- ❖ Patient Portal – Followmyhealth can be accessed via the link @ hallerandhug.com
- ❖ Availability and promptness of the doctors
- ❖ Use of generic medications cost effective
- ❖ Communication follow up from doctors
- ❖ Friendly Staff
- ❖ Physicians take time to answer all questions with patients

not be aware of. (i.e. Medicare covering nail trimmings at podiatrists)



What are our goals moving forward?

Here we will address some items we believe we can help with now and some wish list items we hope to be able to add in the future.

We have put out some GoodRx cards in the front of the office. Sometimes medications can be cheaper when using one of these cards in place of your regular prescription card.

Jill's Genuine Care Pharmacy offers free home delivery as well as low cost generic medications and formulary review to ensure the most cost effective therapy.

We also have a few lists available of discounted (\$4 scripts available from Walmart) or free prescriptions (Meijer). Please inquire with your doctor or at the desk for one of these lists.

Our patient portal is a very useful tool for communicating with your doctor, requesting refill requests, directly messaging your doctor, and requesting appointments. You can also view your patient chart, forward any information to other doctors or print it for your records. If you don't already have a FollowMyHealth portal account, you can request an invite at the front desk.

We are considering some options for making the entry door easier to open perhaps adding a power driven or assisted opener.

We have addressed the parking issue with the building ownership, and unfortunately, there is no improvement that can be made now. Please be aware of the reserved parking located to the front or North of our suite and the additional handicap parking in the rear or South of the suite.



We will be having more PFAC meetings in the new year, and welcome any suggestions. Please use the form below to submit a request for a topic of discussion at the next meeting. Please keep in mind you may be asked to come and present your idea to the council for review and discussion.

Agenda Request

(tear off and return to the office)

Presenter:

Phone #:

Short Summary of the Subject:

Issues Related to the Subject:

Support/Action Requested by the Council: