Patient Access & Service Center

CONNECTING PEOPLE TO CARE AND REDUCING WAIT TIMES

We know we need to reduce wait times for our patients so they can get the care they need as quickly as possible. This has required us to think differently about how we schedule appointments. We are moving toward a centralized scheduling system, allowing patients to choose from all available in-person and telehealth appointments across the Network. Since October 2021, the small yet highly effective PASC team of approximately 15 people has scheduled nearly 20,000 appointments across our health system.

> *The overarching goal for our Patient Access & Service Center is to make it as easy as possible for patients to schedule and receive their care, provided at the place and time most convenient to them.*
>
> —*Scott O'Neil, Vice President of Patient Access, UVM Health Network*
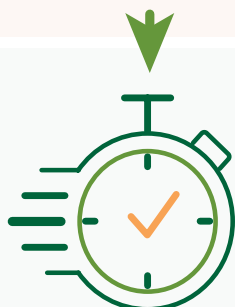
Here's how it works:

1. Make just one call.

By moving to a centralized scheduling system, we can offer the soonest available appointments across our Network in Vermont and Northern New York so patients can choose the time and place that works best for them.

2. Self-schedule appointments online.

As more of our specialty medical and primary care practices become part of our online scheduling system, patients will be able to go to MyChart, our patient portal, to schedule their own appointments 24/7.

3. Reduce wait times.

When we can see and schedule all available appointments across the Network, our patients will spend less time waiting for an appointment and more quickly get connected to the care they need.

Our impact in numbers:

IMPROVING ACCESS TO UROLOGY APPOINTMENTS:

55% ↓
reduction in appointment backlog at the UVM Medical Center

239
additional patients scheduled for available appointments at the UVM Medical Center

214
UVMMC patients received care more quickly with available appointments at affiliate Central Vermont Medical Center

IMPROVING ACCESS TO NEUROLOGY APPOINTMENTS:

97% ↓
reduction in appointment backlog for electromyography (EMG) tests at UVM Medical Center

IMPROVING ACCESS TO PULMONOLOGY APPOINTMENTS:

59% ↓
reduction in appointment backlog at Champlain Valley Physicians Hospital

1,206
new patients scheduled at Champlain Valley Physicians Hospital

IMPROVING ACCESS TO RHEUMATOLOGY APPOINTMENTS:

500
additional patients scheduled for appointments across the UVM Health Network

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Progress and next steps:

WE WILL CONTINUE TO LEARN FROM OUR PATIENTS TO ADDRESS OUR PRIMARY GOALS AS PART OF OUR ACCESS ACTION PLAN:

- Hire successfully amid a national staffing shortage
- Reduce wait times for specialty care
- Increase hospital inpatient and emergency capacity

Patients can now schedule appointments for these services through the Patient Access & Service Center:		Services to become available for scheduling through the center in 2022:	Self-scheduling to become available through MyChart, the patient portal, in 2022:
UVM MEDICAL CENTER • Cardiology • Phlebotomy • Travel Clinic • Endocrinology • COVID-19 testing • Colonoscopies • Endocrinology • Urology—Vasectomies • Pelvic Health • Colchester Family Medicine	**CENTRAL VERMONT MEDICAL CENTER** • Endocrinology **CHAMPLAIN VALLEY PHYSICIANS HOSPITAL** • Pulmonology **PORTER MEDICAL CENTER** • Four Primary Care Practices **NETWORK-WIDE** • Rheumatology • Urology	**PHLEBOTOMY LABS** • Up to four additional labs planned **SPECIALITY CLINICS ACROSS THE NETWORK** • Up to four additional clinic areas planned	**VACCINATION CARD SELF-ENTRY** **PHLEBOTOMY SELF-SCHEDULING** **COVID-19 TEST SELF-SCHEDULING** **APPOINTMENT SELF-SCHEDULING AT SELECT FAMILY MEDICINE CLINICS**