

Tips for Improving Patient Satisfaction



Listen **CAREFULLY**



Be **RESPONSIVE**



Understand the **NEEDS AND EXPECTATIONS** of your patients



Keep in mind **CULTURAL DIVERSITY** and **SPECIAL NEEDS**



Ensure **TIMELY ACCESS** to care



Manage appointments to **REMAIN ON SCHEDULE**



Encourage **PATIENT FEEDBACK**



Focus on your **BRAND** image



HealthCare Partners, IPA
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For questions, call our Quality Department:

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