

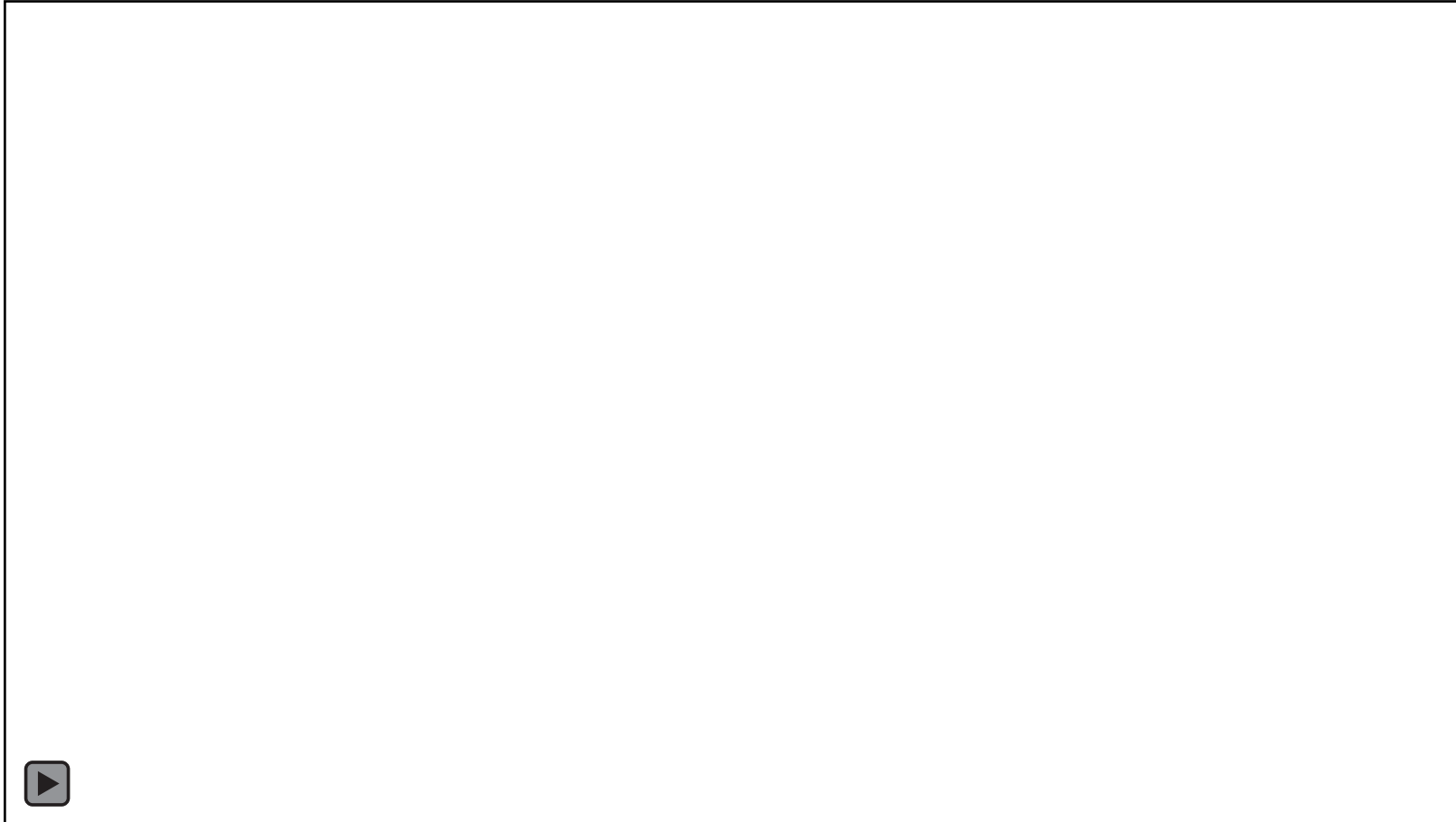
Are You a Fan or Critic of Sharing Your Cell Phone Number with Your Patients

PRO

Reza Mehran MD; Zohra Ali APN



“If you need anything.... you call me.... anytime....”



Why patients need access after hours?

- Medical issues vs. booking issues
- Medical issues are common
- Emergency rooms not a suitable place for non urgent care
- Patient satisfaction



Discharge Phone Calls, One year experience

44,964 discharged
patients called

65%
response rate

7,308
alerts triggered

93%
alert resolution

80%
alert resolution
within 24 hours

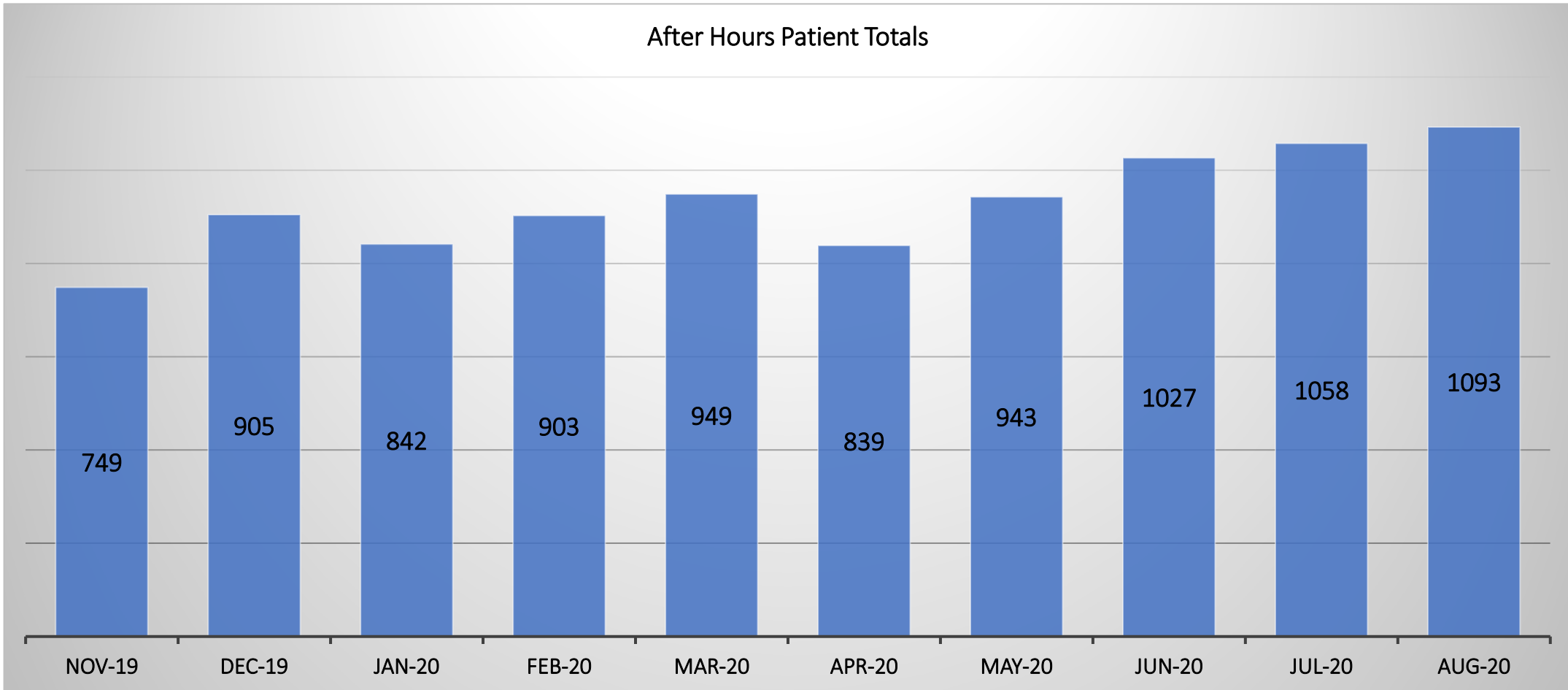
13,511
patient reported
compliments



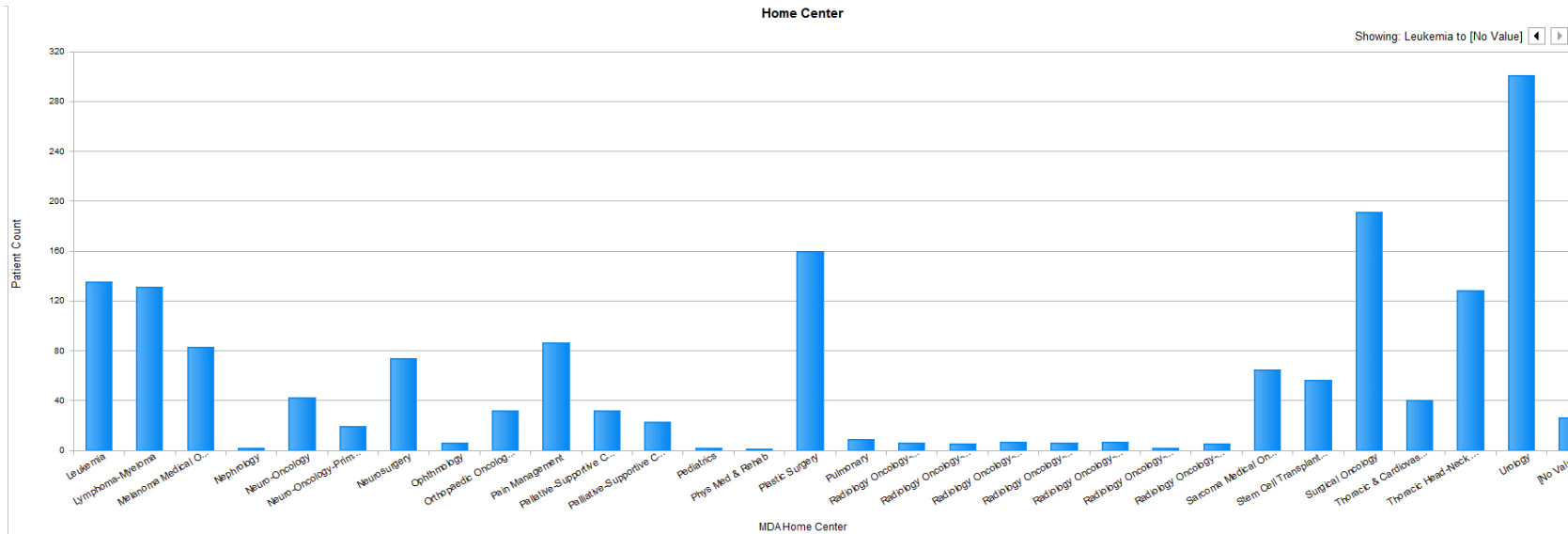
ASKMDANDERSON CLINICAL SERVICES

Monthly After Hours Clinical Support Patient Totals

After Hours Patient Totals



September 2020 – November 2020



- Urology
- Surgical Oncology
- Gastrointestinal
- Plastic Surgery
- Gynecologic Oncology

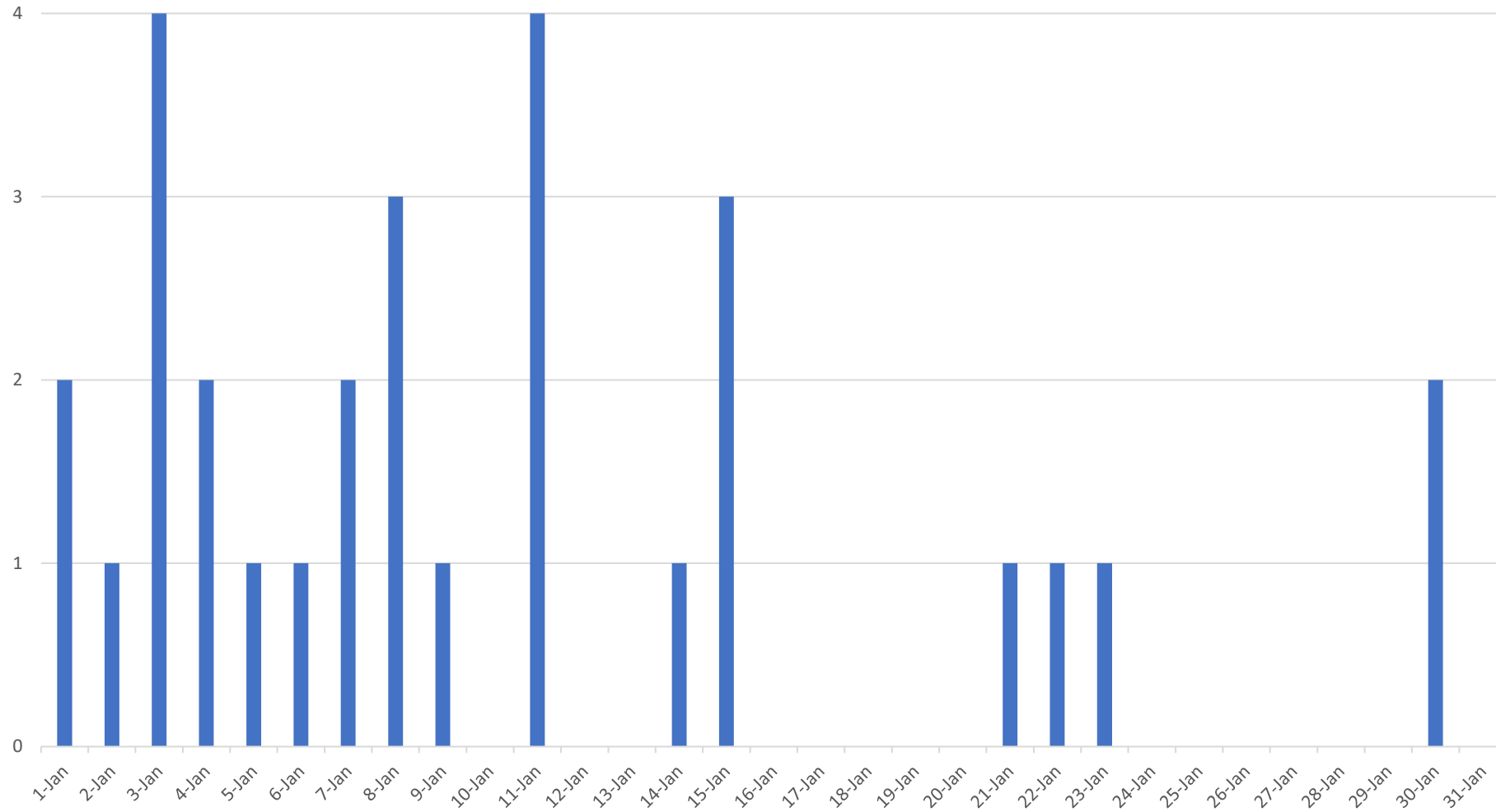


After hours access to the surgeon, why is this important

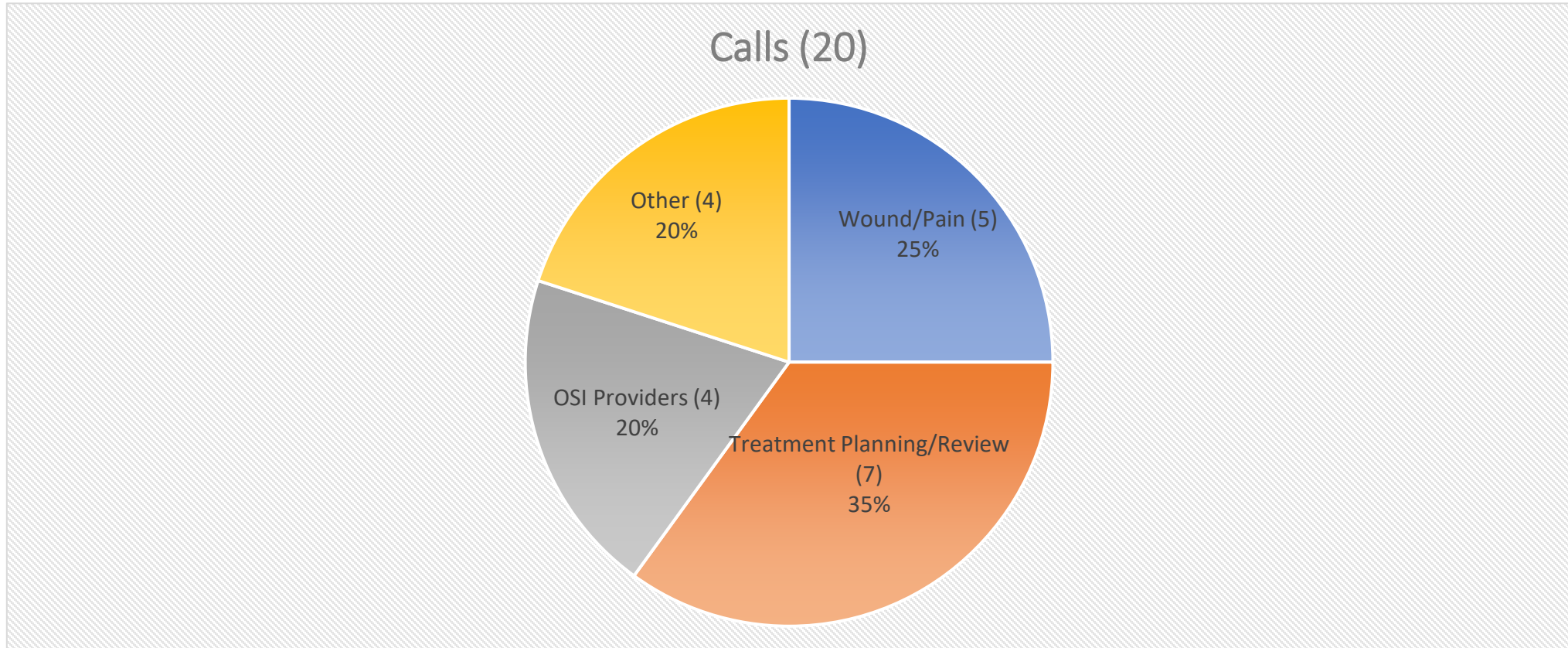
- Moral responsibility
- The bigger **responsibility** the higher the **availability**
- Good customer service
- Physicians delivers a more expeditated and more personal care
- Better rescue rate
- Decrease readmission rate
- Limit travel requirements
- Good support of ERATS programs



Number of Texts or Calls, Personal Experience



Types of Calls



Conclusion

- **PRO!**

