IntakeQ

How to Use Online Intake Forms to Improve the Patient Experience

This is an extra resource to go along with the original article:
How to Improve Patient Flow

1. Ask lots of questions

Your intake forms are a great opportunity to be thorough. Don't be afraid of asking too many questions if you feel they'll help you serve your patient better. The patient will complete the forms on their own time, so they won't rush through the responses to see you faster.

2. Customize forms for different patients

Depending on the type of service you provide, you'll likely have different types of patients and clients. For example, a nutritionist would have younger and older patients. Each group would require different nutritional needs, so their respective forms would ask different questions. Tailor your forms to each group to provide a customized experience.

3. Send the forms early

Even though patients will be completing their forms on their own time, it's still best to give them as much time as possible. Ideally they should receive their forms right after making an appointment. If you don't receive their submissions a couple days before the appointment, send a reminder.

4. Review the data before the appointment

You can enhance the patient experience by making yourself aware of the form's content before the patient ever arrives. If the patient has a question, for instance, you could research the answer and deliver it at the appointment without a delay. This greatly increases the value of the visit.

5. Integrate with your other solutions

Use your intake forms software's API to integrate with your other software products. Transferring patient information to each product automatically will reduce tedious data entry work and simplify communication. When you're ready to use online intake forms to improve your patient experience and empower your business, contact us.