



2019 Healthcare Practice Checklist

This is an extra resource to go along with the original article:

[What patients want from their providers in 2019](#)

Is your practice ready to kick off a prosperous 2019? Go through the checklist below to ensure that you are focusing efforts on all the areas that will be important to your patients in the year to come.

Bedside Manner

This one may be obvious, but patients still value providers who are warm, informative, and compassionate.

Transparency

Patients like to be treated as a partner in their own healthcare, so be sure to be honest (with appropriate bedside manner!) about all options and complications.

Listening

In addition to talking thoroughly with patients, make sure you are taking the time to listen to their questions and concerns so you can address them properly.

Accessibility

Make responsiveness a priority for 2019—have a system with your staff for responding to clients' calls, emails, and social media messages in a timely fashion.

Latest Advancements

Is there a new technology, treatment, or research in your specialty area? Keep yourself (and your staff) educated on the latest news.

Training

After learning about what's new, go out and learn it! Make ongoing training a staple for your practice.

Convenience

Make your patients' lives as simple as possible by offering easy and online scheduling, reminders, and forms. (IntakeQ can help you with that!)

IntakeQ

Patient Feedback

Make sure you are asking for, capturing, and taking into account feedback from your existing patients—they are the greatest indicators of the strengths and weaknesses of your practice.

Digital Brand

Take a hard look at your website, social media pages, and patient reviews—where are the areas with room for improvement? Could your site use a facelift; are you sending patients company updates via email; should you engage more on Facebook/Instagram/etc.? Have an open mind about updating your digital presence.

Once you've checked off all of the above, you can feel confident that 2019 will be the best one yet for you and your practice!