

IntakeQ

Patient Experience Checklist

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

[Ways to make patients feel comfortable](#)

Going to any kind of medical appointment can cause a patient to feel nervous or unsure. However, by closely following the checklist below, you can be sure that you are delivering a pleasant patient experience.

- Practice's website is inviting and informative.
- Scheduling process is simple for patient.
- If patient needs to schedule or cancel, they can easily do so.
- Reminders are sent (either automatically or manually) for each appointment.
- Patient is properly prepped for appointment (expectations, attire, directions, parking, etc.)
- Patient is able to complete online intake forms.
- Patient is greeted with a warm welcome.
- Check-in process is quick, easy, and confidential.
- Patient is given an approximate wait time.
- Waiting room is clean, tidy, and friendly.
- Patient has access to refreshments and entertainment.
- Patient is treated with the utmost respect.
- Practitioner is gentle and explanatory.
- Patient's questions and concerns are heard and addressed.
- Next steps are clearly communicated to patient.
- Follow-up appointment is scheduled (if applicable).
- Post-appointment contact is made to solicit feedback.

Check off all of the above? Great! You are doing everything you can to create a positive experience for your patients.