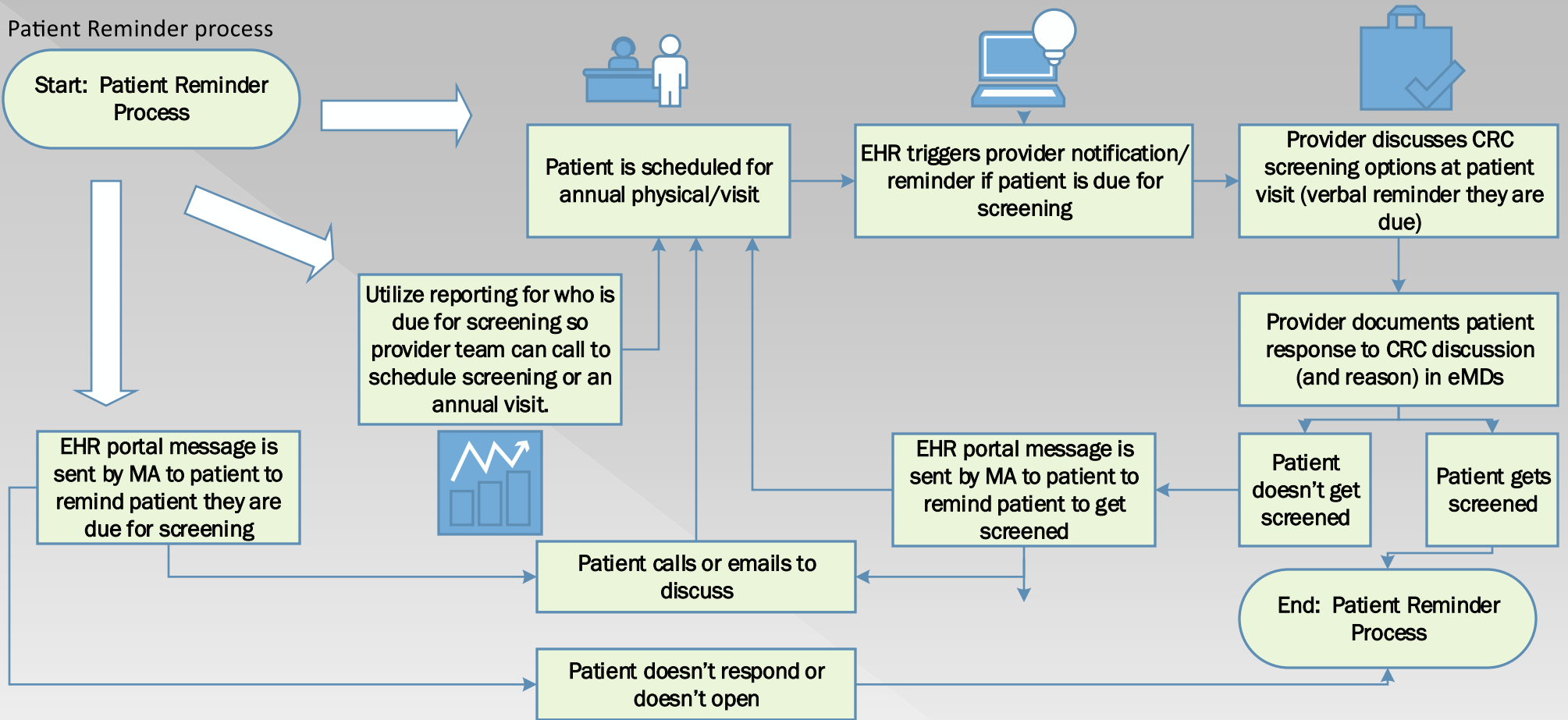


Patient Reminder process



Opportunities:

- 1) Establish standardized methods and timing for patient reminders with defined staff responsibility (as written in the CRC screening policy).
- 2) Incorporate patient education about the importance of CRC screening (to increase adherence) in context of risk! (Provider education, quality of screening)
- 3) Identify overdue patients who are *due for a visit*, as opposed to those who are *only* due for screening.
- 4) Match the script and type of patient reminder to the population. (ex: customized CRC screening messages)
- 5) Discuss at all patient visits (acute and physicals, for example). This is a leadership decision for required fields in EHR templates.
- 6) Make sure there is documentation in EHR when a patient receives a reminder (including date, type, and whether or not the patient subsequently completed screening).
- 7) Perform more than one patient reminder while simultaneously identifying and addressing barriers to screening.
- 8) Reporting should identify patients who declined or delayed screening in addition to those who are overdue or due for screening (because they were not scheduled for CRC screening).
- 9) Reporting could lead to provider team sending out a patient reminder to ask the patient to call the office to schedule screening so having a patient visit wouldn't be a barrier to reminding them.