

THE PRACTICE RESOURCE

A Monthly Publication for Physicians and Practice Managers
Brought to you by the BCMS Circle of Friends



ANNOUNCEMENTS | *Important items you should know about*

A note to our physician members

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Please ask your practice manager to use the Physicians Purchasing Directory as a reference when services or products are needed in your medical practice. A complete directory is published every month in the San Antonio Medicine magazine and is available online at:

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ASK AN EXPERT |

Help when you need it most! You can submit your questions to this column on topics relating to your Medical Practice (Ask_an_expert@bcms.org). Our Circle of Friends program has over 50 companies with expertise in almost every area of business that can reply and assist. Monthly we will be featuring the most popular questions and answers for your reference.

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Michal Waechter, MHA, FACHE (210) 913-4871 Michal@WaechterConsulting.com

Question:

Will the 'touchless' patient experience still be a trend in 2021?

Answer:

The short answer is...yes. Consumers have become accustomed to touchless, contactless and virtual for most things and your practice should do it's best to follow suit. Patients are hyper aware of their hands now so it's important that your office makes them feel as safe as possible.

Think about all of the touch points that patients experience. The door handle, the pen at check-in, the clipboard with patient forms, the magazine in the waiting area, etc. If you haven't already, it's time to start implementing things like online patient forms, text to check-in and touchless payment. Put a hand sanitizing station at the entrance and exit. Leverage digital platforms for forms and messaging.

Peace of mind can go a long way in cultivating a positive patient experience.

CONTINUE THE CONVERSATION

CLASSIFIEDS | *serving our physician community*

Selling your Practice?

Own Primary care, Pediatrics Facility in the San Antonio region? We are interested in purchasing or partnering with you?

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Please ask your practice manager to use the Physicians Purchasing Directory as a reference when services or products are needed.

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