

Follow-Up Care: A Key to Better Outcomes

Consistent follow up allows providers to reassess patient needs, reinforce treatment plans, address questions or barriers and coordinate next steps in care.

When follow up is timely and clear, patients are more likely to stay engaged, adhere to recommended care, and experience better continuity, safety and overall quality of care.



The Impact of Timely Follow-Up Care

Consistent Follow-Up Care Helps:

- Identify and address unresolved symptoms or medication issues.
- Reduce avoidable readmissions and emergency department returns.
- Improve care coordination across providers and settings.
- Strengthen patient understanding, confidence and engagement in care.
- Improve patient experience and satisfaction related to care coordination and communication.

Provider Best Practices

Providers Can Support Effective Follow-Up Care By:

- Scheduling follow-up appointments before discharge whenever possible.
- Encouraging patients and caregivers to keep scheduled follow-up visits.
- Proactively rescheduling missed appointments.
- Coordinating care and sharing information with hospitals, specialists and care management teams.
- Clearly explaining next steps, medications and what symptoms to watch for after discharge.

"Care Coordination: Daily Huddles Improve Patient Experience." Patient Experience Learning Series, Press Ganey, 2024, www.cahpsprovider.com.