**Test Your Access**

Facilitator Guide

* **Time:** 30 minutes, including debrief
* **Audience:** ideally 1st year residents
* **Objective(s):** to understand how phone access works in your clinic and to observe the wait time to see a provider
* **Procedures:** Ideally this would be part of the intern immersion experience, or part of an intern scavenger hunt (to learn about clinic), but it could also be done as a pre-clinic conference

Activity

Pretend you are a patient in your continuity clinic with an urgent complaint.

Questions:

1) What is the best number to call in your clinic?,

2) How is the phone system (person v. recording, wait times, language capabilities, who answers the phone), and

3) Is their a weekend provider on-call for patients?

After all that effort, you forget to ask about the scenario in which it is Memorial Day and clinic is closed.

Question:

1) Where is the urgent care clinic associated with your clinic?

Actually your patient just wants the results of their lab test.

Questions:

1) Do you have a patient portal that allows access to lab results?

2) Are you able to explain to your patient about how to access the portal? When should your patients expect to receive responses from you?

Discuss:

* Is access to you (as the provider) easy? What about access to urgent clinical services? Is there a back-up provider for you that the patient might see?
* What do you think might be the biggest barriers to patients have high-quality access?

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Evaluation

1) I understand the ways in which we fail to provide comprehensive access for individuals that are non-English speaking, have limited literacy, or have diverse cultural backgrounds.

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| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

2) This activity enhanced my understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

3) The information from this activity is relevant to my practice.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |