



**BlueCross BlueShield
of Texas**

Getting Care Quickly



Each year Blue Cross and Blue Shield of Texas (BCBSTX) sends a Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey to gather feedback from members about their overall health care experience, including their experience in getting care quickly. The survey starts in late February and runs through May.

If your patient receives a survey, please encourage them to complete it. Improved patient experiences and outcomes lead to healthier, happier patients.

CAHPS® measures the patient's experience with:

- Getting care for illness/injury as soon as needed
- Getting non-urgent appointment as soon as needed

Sample CAHPS® survey questions on Getting Care Quickly:

- When you needed care right away, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
- How often did you see the person you came to see within 15 minutes of your appointment time?

Helpful tips and best practices:

- Ensure your patients are seen within 15 minutes of arrival to your office
- Provide frequent updates to your patients regarding long wait times
- Provide a time frame for when your patients can expect their test results
- Offer patients, especially new patients, the ability to access online forms to help reduce the amount of time they need to spend in the office
- Give patients something to do or watch to help pass wait time, such as magazines, brochures, or television programming

Resources:

Review the [BCBSTX Preventive Care Guidelines \(PCGs\)](#), [Clinical Practice Guidelines \(CPGs\)](#) and [THSteps for Medical Providers](#) which includes all current vaccine schedules, [ImmTrac2](#) and other important guidance for treating your patients.

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