

Cost of Care Conversations Guide

PSRs - Front Desk & Check Out

Encounter	PSR – Front Desk	Resources <i>(hyperlink all)</i>
Check in	<ul style="list-style-type: none"> • Our practice is involved in a pilot project to determine if cost of care conversations are helpful to you as part of your treatment today. • This 5 Questions Rack Card (or wallet card) will help remind you what questions to ask. 	<p>Provide patient these materials:</p> <ul style="list-style-type: none"> • Choosing Wisely 5 Questions Rack Card and/or Wallet Card <p>Have at the front desk area:</p> <ul style="list-style-type: none"> • CompareMaine Flyer • Do you have questions about your healthcare treatment and costs Letter (and also have poster visual in waiting area)
Check out	PSR – Check Out	Resources
	<ul style="list-style-type: none"> • We are trying to improve care for our patients with low back pain. During your visit today, did you discuss any low back pain issues?” • If no, then continue to check out patient as usual. No further instructions are needed. • If yes, on the iPad, click on the icon that says “Tracking Tool” and fill out the following information: <i>During today’s visit – did the provider indicate that during today’s visit someone talked with or provided materials to this patient about the costs of low back pain treatment options? (Click on Yes or No)</i> • Give the patient the information sheet about the survey. • Tell the patient – this practice is involved in a pilot project about the best ways for patients and healthcare providers to have conversations about the costs of treatment options. • We are asking patients to complete a 5 minute survey about their experience of today’s visit. It’s voluntary to participate. 	<ul style="list-style-type: none"> • Provide patient the information sheet about the Survey (the link to the survey if they want to take it later is on the bottom of this sheet) • iPad has the: “Tracking Tool” “Patient Survey” “CompareMaine” website <p style="text-align: right;"><i>(over)</i></p>

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Check out	<ul style="list-style-type: none"> • If you participate, you can be entered to win a \$100 gift card to Hannaford. One winner will be randomly awarded in each participating practice. Your input would be really helpful to us! • You can fill out the survey today using this iPad OR if you prefer, you can fill out the survey at home using the web address on this information sheet (please show them the link to the survey on the information sheet). • FILLING OUT THE INFORMATION in the iPad Tracking Tool: PSR needs to check one of the boxes below on the iPad in the iPad tracking tool – check one of the following before giving the iPad to the patient to complete: <ul style="list-style-type: none"> <input type="checkbox"/> Patient agreed to participate in the survey using the iPad <input type="checkbox"/> Patient declined the survey using the iPad. Survey information sheet with online link to the survey was given to the patient. • Then hit the “Submit” button on the iPad Tracking Tool. • If patient agrees to participate in the survey using the iPad, click on the “Patient Survey” icon on the iPad to open up the Survey. Give the patient the iPad to complete the survey. • When the patient returns the iPad, thank them for taking part in this important survey. Be sure that the iPad is ready for the next person to take the survey (survey must be submitted by the patient by clicking on the submit button). <div style="text-align: center; margin-top: 20px;">  </div> <p style="font-size: small; margin-top: 10px;"><i>Support for this material was provided by the Robert Wood Johnson Foundation. The views expressed here do not necessarily reflect the views of the Foundation.</i></p>	