An integrated model of delivering services within a single visit received favorable reviews. Streamlining visit times can be helpful for those who have difficulty accessing care, while administrative details remain in need of improvement. In response, we developed patient information handouts, hired a coordinator to improve accessibility, initiated a Community Advisory Board, and expanded our team to cover more needs.

Sequential Appointments
Panel Appointment Mixture of seq. & panel appts.
21 pts saw >1 provider 14 4 3
16 pts said a preference 9 4 3

Demographics: 34 participants. Self-identified: transgender male (29%), transgender female (24%), female (26%), male (12%), and non-binary (9%)

Positive Comments:
- "I strongly preferred the panel. To go over the range of topics... and have different doctors chime in with their opinion."
- "I like that the physicians communicate with each other. It feels more efficient for me if it's one at a time. It's less intimidating and scary than seeing them all at once."

Negative Comments:
- Mix of seq. & panel, "...very frustrating... having to repeat things"

Average Satisfaction= 8 (out of 10)

Conclusions
An integrated model of delivering services within a single visit received favorable reviews. Streamlining visit times can be helpful for those who have difficulty accessing care, while administrative details remain in need of improvement. In response, we developed patient information handouts, hired a coordinator to improve accessibility, initiated a Community Advisory Board, and expanded our team to cover more needs.

References: