

TBC Communication-to-Patient Checklist:

For Your Office

This checklist aims to equip your clinic with ideas to enhance communication about Team-Based Care (TBC) with patients, caregivers, and families. The Innovation Support Unit encourages you to implement these suggestions in your office or on your website to foster better understanding and engagement with TBC.

Website

- Does the clinic website have a section for the public to read on how you are practicing Team Based Care?
- Is there a page that introduces each member of the team?
- Are there video clips with patients describing their experience with Team Based Care at your clinic?

In the office

- Are there pamphlets and handouts for the patient to take home that present your team and describe Team Based Care at your clinic?
- Are patients familiar with who may be providing them care and how handovers work at your clinic?

For Each Patient Encounter

This checklist aims to provide your clinic with strategies for improving your clinic's communication about Team-Based Care (TBC) before, during, and after each appointment.

The Innovation Support Unit encourages you to integrate these strategies into your patient interactions to enhance their understanding and participation in TBC.

Before a patient appointment

- Has the patient received a reminder about their upcoming visit, naming the healthcare provider they will be seeing?
- Will the team member who saw the patient at the last visit be seeing them this visit?
 - If not, is the patient aware of who they will see?
- If a different team member will be meeting with this patient, are they aware of the patient's health history and relevant information?
 - Is the healthcare provider prepared to answer detailed and specific questions from the patient?
 - Has the patient's previous healthcare provider debriefed the patient's new provider for this visit?
- Is this patient from a marginalized or vulnerable community?
 - If so, what steps are being taken to make them feel welcomed and safe?
 - Does the patient know who to go to if they have any concerns or complaints about the care they receive at your clinic?

During a patient appointment

- Is the patient familiar with Team Based Care as practiced at your clinic?
 - If not, can you respond to any questions and offer your clinic's resources to reinforce the explanation?
- Will a different team member be seeing the patient for a follow-up appointment?
 - If so, is the patient aware of this?
 - Is the patient comfortable with this plan?
 - Has the patient been introduced to the new provider?

After a patient appointment

- Is the Medical Office Assistant able to answer the patient's questions about Team Based Care while scheduling their next appointment?
- Have you confirmed that the patient is aware of who will be seeing them at next appointment?
 - Is the patient comfortable with this plan?