

Best Practices Associated with Lower ED Visit Rates



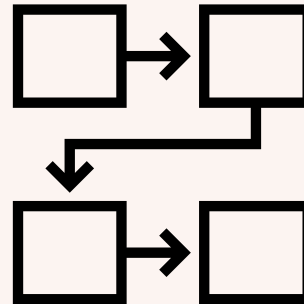
Establish a standardized protocol for assessing and directing patient calls



24-hour help line for patients with questions and concerns, provided in an easy to access form that can be carried on their person (wristband, wallet card, etc.)

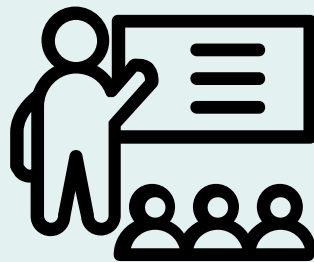


Patient education on lower acuity alternatives to the ED (Clinic, PCP, Urgent Care, Infusion Centers, etc.)



Provide patients with a pathway of steps to take should they have an urgent concern

Periodic team review of ED visits



Phone call within 48-72 hours of discharge (24 if possible)

