

Care Coordination

For scheduled appointments, how often did your doctor have your medical records or other information about your care?



Health Care Quality

Using any number from 0 to 10, what number would you use to rate all your health care in the last 6 months?



Flu Vaccine

Have you had a flu shot this year?



Getting Needed Care

How often was it easy to get the care, tests, or treatment needed from a doctor or specialist?



Getting Appointments and Care Quickly

How often did you see the person you came to see within 15 minutes of your appointment time?



Help patients with what matters most.

This pocket guidebook is a quick reference to the 6 measures covered by the CAHPS survey.

Use these tips and best practices for each measure to help improve the overall experience of your patients who are Aetna members.



Familiarize yourself with the patient's history before appointments. Patients report better experiences when they feel doctors know them personally.



Hold patient councils to understand the patient's experience with your practice and use them to make improvements.



Make sure your patients are well informed of the benefits and safety of the flu vaccine. Well-informed patients are much more likely to get the vaccine.



Help patients understand why types of care, tests or treatments are essential. This will help them adhere to a care plan and seek the care that is recommended or needed.



Are patients aware of potential scheduling timelines? Communicate these timelines with patients via phone, email, or text.