

Tips on reducing ED utilization in a patient-centered way.

Educate your patients on where to go for appropriate care.



What should be seen in the office.



What can be handled using telehealth.



What can be handled in urgent care.



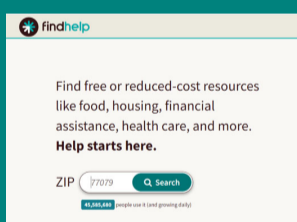
What requires an ED.

[Click here](#) to view a video produced by the Washington State Hospital Association that can be shared with patients.



Educate your patients about the locations for each type of care:

1. Provide convenient and easy access to your office.
2. Educate about how to access telehealth.
3. Communicate where the urgent cares are in your neighborhood.
4. Communicate where the closest ED is in your region.



Keep a list of community resources that can help patients with social determinants of health (SDOH).

Visit: www.findhelp.org

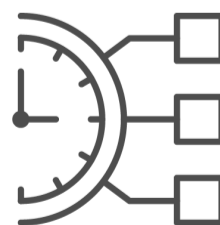
Help patients manage their chronic illnesses:

1. Self-management tools.
2. Care management.
3. Proactively scheduled visits.
4. Patient outreach.

Follow up on patients who have been in the hospital, ED, or rehab facility.



Call them to check in during their first 48 hours at home.



Have an office process for transition of care visits.

Please reach out to your network engagement team if you would like help with any of these tips