

# Top 10 Best Practices to Improve Well-Care Visit Compliance by Patients and Families

10. Educate patients and families about the importance of well-care visits.
9. Follow the American Academy of Pediatrics periodicity table for scheduling well-care visits ([https://www.aap.org/en-us/Documents/periodicity\\_schedule.pdf](https://www.aap.org/en-us/Documents/periodicity_schedule.pdf)).
  - Total of 8 visits from birth to 15 months
  - Annual visits from age 3 to 20
8. Send reminders to patients 24 to 48 hours before the scheduled appointment date using phone calls, texts, email and/or patient portal messages.
7. Use notifications in your EMR and/or flag paper charts when a patient is due to schedule a well-care visit.
6. Use opt-out vs. opt-in scripting:
  - Instead of asking, “Would you like to schedule your child’s well-care visit?” say, “We are calling to schedule your child’s well-care visit. Our next available appointment is \_\_\_\_\_.”
5. Schedule the next well-care visit at checkout.
4. Consider having expanded hours in the evenings and on weekends.
3. Follow up on no-show appointments.
2. Dedicate a pre-determined number of well-care slots into your daily schedule.
1. Combine well-care visits with other appointments, when appropriate.
  - Examples: Sick to well conversions, ADHD follow up visits, asthma follow up visits

If you are interested in one or more of these, contact Partners For Kids for more information at [PEKProviderRel@NationwideChildrens.org](mailto:PEKProviderRel@NationwideChildrens.org) or (614) 355-5503.



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