

Urgent Care Interventions

Create a High-risk List



Identify high-risk patients

- Create a workflow/ process for adding patients to the high-risk list.



Add high-risk patients to high-risk list

- Define inclusion criteria for high-risk list.
- Set a manageable number of high-risk patients.
- Define removal criteria for high-risk list.

Proactively Manage Your High-risk List



Create urgent care plan for high-risk patients at team huddle

- Convene regular team huddles to discuss high-risk list.
- Define next steps (i.e., urgent care plan) for each high-risk patient.



Proactively reach out to high-risk patients

- Reach out to high-risk patients on a regular basis in accordance with their urgent care plan.
- Implement a tracking system.

Offer Urgent Care Appointments



Develop a system to receive urgent calls/messages

- Create an effective intake and phone triage system for urgent issues.



Provide access to urgent services

- Offer urgent care services to your patients (ex. urgent care appointments/slots) within 24 to 48 hours of urgent call/message.

Educate Patients About When and How to Access Urgent Care



Create educational resource

- Create an educational resource for patients that addresses when and how to access your clinic's urgent care services.



Distribute educational resource

- Determine how and when you will provide the educational resource to patients.

For tips and examples on how to implement these interventions, visit: www.crohnscolitisfoundation.org/urgentcare.

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