

Patients want physicians to have greater connectivity

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(HealthDay)—Most patients want greater connectivity, online tools and

text messaging, as well as more time with their physicians, according to a report published in *Medical Economics*.

With the increasing responsibility being accorded to [patients](#) for managing their care, their expectations of physicians are changing. Patients want experiences tailored to their preferences, and want a physician who is engaged in health care and easy to reach.

Based on the 2017 Patient-Provider Relationship Study, patients want greater connectivity, [online tools](#), convenience (via text messages), and more time with their doctors. Connectivity can be improved by leveraging mobile apps that allow patients to communicate with staff, make appointments, and pay bills; improving communication in this way can have a positive effect on the patient experience. Online tools include e-newsletters targeting specific patients and offering public health reminders. Physicians can easily accommodate patients' preference for the convenience of text messages by using automated reminders, follow-up reminders, patient confirmations, and last-minute notifications. Although nothing can replace in-person visits, use of the right technology can ease work-related burdens that take valuable time away from patient care.

"Whatever tools and tactics a physician deploys, by addressing each of these four components through automation, primary-care providers are likely to improve their own workflows while simultaneously creating higher levels of patient satisfaction," according to the report.

More information: [More Information](#)

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