Improving Primary Care (PC) Access for GME

Using a concierge line* for primary care (PC) scheduling service resulted in:
* Dedicated phone #

- 27% ↓ in perceived barriers to accessing PC
- 6% ↓ in perceived delays to access PC
- 26% ↑ in reports of needing health care services
- NO overall change in proportion of residents actually using PC services
- Only 10% of 142 concierge line callers opted for video appt

DOI: 10.4300/JGME-D-19-00520.1

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Journal of Graduate Medical Education®