



**BlueCross BlueShield
of Texas**

Rating of Personal Doctor



Each year Blue Cross and Blue Shield of Texas (BCBSTX) sends a Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey to gather feedback from members about their overall health care experience, including their experience with their personal doctor. The survey starts in late February and runs through May.

If your patient receives a survey, please encourage them to complete it. Improved patient experiences and outcomes lead to healthier, happier patients.

CAHPS measures the patient's satisfaction with:

- Providers communicating with the patient in a way that is easy to understand
- Providers listening to the patient
- Providers showing respect and spending enough time with the patient

Sample CAHPS survey questions on rating of personal doctor:

- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

Helpful tips and recommendations:

- Maintain eye contact with the patient and avoid interrupting while the patient is speaking
- Speak to the patient clearly, using language that is easy to understand
- Be respectful toward your patient and allow them time to express their concerns
- Ask how the medical issue/illness is affecting the patient's day-to-day life
- Review goals for treatment and explore any barriers to the patient's compliance with treatment, medications and follow-up
- [Provide resources](#) to the patient to help them understand their treatment or condition

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