

NYACP: A Partner in Connecting Patients to Information

With almost three-quarters of insured New Yorkers enrolled in High Deductible Health Plans,¹ increasing out-of-pocket costs are driving patients to become more informed consumers. Just under half (48%) of state residents have attempted to research price information before getting care.² Patients are thinking about it and want to talk about it. 66% expressed that they like the idea of their physicians and staff discussing cost with them and consider them a trusted source for information.² However, less than half actually ask their doctor.²

The topic can be awkward, and patients know that time is limited. Yet, understanding a patient's cost concerns could mean the difference between getting the treatment they need versus forgoing treatment altogether. Just as patients look to you as a credible source, we know you look to NYACP as a source for education, information and resources. We are here to support you in the quality and cost conversation with your patients! We can equip you with free tools, resources and best practices necessary to effectively engage and empower patients considering cost as a part of their decision making.

The Chapter has recently been asked by the NYS Health Foundation to participate in a Connecting "Consumers" to Information initiative to help physicians connect their patients to the quality and price information they seek. In the coming months we will be providing you with many educational resources, including: a list of free tools, informative webinars, and newsletter articles to help you and your patients navigate the quest for high quality, affordable care options. But first, we want to learn more about your understanding of currently available information and your thoughts relating to transparency of quality and cost. Within the next 2 weeks, we will be distributing a brief survey to gauge awareness and gather information. Be sure to look for our survey!

Citations

1. Agency for Healthcare Research and Quality. (Medical Expenditure Panel Survey Insurance Component Tables, 1996–2016). Table II.F.1, Table II.F.12, Table II.F.13, Table II.F.15, Table II.F.16. Retrieved May 3, 2018, from https://meps.ahrq.gov/mepsweb/data_stats/MEPSnetIC/startup

2. Schleifer, D., Silliman, R., & Rinehart, C. (2017). Research Brief: How People in New York State Use Health Care Price Information". Public Agenda.