



# Check your practice: Patient rostering in the Patient's Medical Home

## Best Advice Guide: Quick Reference

Patient rostering is a process by which patients register with a family practice, family physician, or team. Patients and family practices benefit from identifying the needs of more clearly defined patient populations, strengthening physician-patient relationships, and enhancing information gathering for preventive care, research, and teaching. Rostering also facilitates changes to remuneration structures, such as implementing a capitation or blended funding model, and supports patients' access to a comprehensive range of services.

There are limitations associated with patient rostering. It requires time and resources. Patients can always seek health care services in other primary care settings. However, rostering goes a long way toward improving access and continuity of care for the patient, generating benefits to the wider health care system, as well.



### Consider the following benefits of patient rostering:



**Health outcomes:** Rostering can facilitate developing and strengthening of the continuing relationship between patients and health professionals, which is a critical factor for contributing to better health outcomes.



**Physician-patient commitments:** Patients commit to seeking treatment from their enrolling physician, and physicians commit to providing comprehensive care to their patients.



**Timely access to appointments:** Rostering allows patient visits and staffing to be organized more efficiently, so that patients can be seen quickly and service in line with patient needs can be offered.



**Electronic medical records (EMRs):** EMRs support both individual and population-based care, particularly with respect to chronic diseases.



**Funding strategies:** By identifying the patient population of a practice, rostering enables capitation or blended funding strategies.



**Continuity of care:** Research shows that those who see the same primary care physician continuously over time have better health outcomes.



**Preventive care and chronic disease management:** Patients have access to a regular source of care, which has been found to be the most important factor associated with receiving preventive care services.



**Panel size:** Rostering enables more accurate and up-to-date information about both the practice's panel size and the demographic and diagnostic information about the population being served.



For more practical strategies that support timely access to appointments in the **Patient's Medical Home**, and for resources available to you, please refer to **Best Advice: Patient Rostering in Family Practice**.

<http://patientsmedicalhome.ca>

<http://patientsmedicalhome.ca/resources/best-advice-guides/best-advice-guide-rostering>