

Supporting CHIP Enrollee Experience through Effective Communication

Why it Matters

Clear, consistent communication plays a critical role in helping Enrollees and their families understand care, navigate services, and feel supported throughout their healthcare experience, reducing confusion and improving access to care for children and caregivers.

Effective communication helps CHIP Enrollees and families:

- Understand care instructions and next steps.
- Feel comfortable asking questions.
- Navigate follow-up care and services more easily.



Key Communication Practices

Front Office & Scheduling

- Greet families courteously and respectfully.
- Clearly explain appointment availability and urgent vs. routine scheduling.
- Offer support with scheduling follow ups before the Enrollee leaves the office.

During the Visit

- Use plain, easy to understand language when explaining diagnoses, treatment plans, and next steps.
- Pause and ask, “What questions do you have?” rather than “Do you have any questions?”
- Encourage caregivers and Enrollees to speak up if something is unclear.
- Confirm Understanding:
 - Ask caregivers to repeat key instructions in their own words.
 - Clearly explain any follow up actions, including labs, referrals, or return visits.

Access & Follow Up

- Explain how and when to schedule follow up appointments.
- Clarify who to contact with questions after the visit.
- Set expectations for referrals, test results, or callbacks.



Small Changes, Big Impact

Even small communication touchpoints can make a meaningful difference in how CHIP families experience care.

For more information, call
1-855-445-1920 (TTY 711)
or visit **PAWellKids.com**.