

# Partners HealthCare: Enhanced Access

Enhanced access is a key component of the Partners HealthCare Advanced Primary Care Strategy. At its core, **enhanced access means being available to patients when they need us most.** Here are some examples of how Partners Population Health is working to enhance patients' access to primary care:

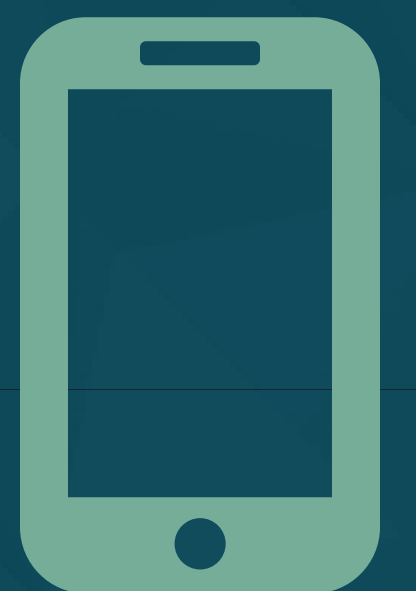
**Offering Same Day Availability at Primary Care Practices**



**Identifying Access Points for Routine and Urgent Appointments Outside of Regular Business Hours**



**Arranging Virtual Visits as an Alternative to In-Person Visits when Appropriate**



**Providing Convenient Non-Visit Access through the Partners Patient Gateway Patient Portal**



**Distributing Surveys and Convening Focus Groups to Assess Patient Satisfaction with Access**

