



Frequently Asked Questions

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Please contact us or visit us online if you have additional question regarding Group Medical Appointments.

A Group Medical Appointment (GMA) is a customized, extended appointment with a patient's doctor and a behavioral health professional.

GroupMedicalAppointments.com

11. What type of patient should I have come to my GMA? Offer GMAs to all patients. Have them try it and allow them to decide if this treatment modality is for them.
12. Is there a certain physician personality type that does better than others in GMAs? No! The personality of the provider doesn't affect the success of the GMA. What does affect the outcome of GMAs is the providers' willingness to learn new behaviors and skills
13. Will I need to hire extra staff to do GMAs? Generally not, though this depends on how you design your GMA and what resources you currently have available.
14. What if patients give each other misleading information or suggestions that I do not support or agree? This doesn't happen often but when it does it provides an educational opportunity. When patients offer information to one another that is not correct, providers can easily correct this with the right information.
15. How do I complete the documentation? It is best to finish the documentation while in the group by creating electronic medical record templates designed to enhance the documentation process.
16. How do I incorporate a GMA in my practice when I don't have time to do the all of the tasks I am currently responsible for? Apart from the initial time to start a GMA, GMAs reduce the backlog in a physician's practice enabling them to improve their time management.
17. Won't patients get bored listening to me speak to each one of them in turn? Even though the patient themselves may not have experienced what the other patients are describing, they have friends or family in similar situations. As such, patients report that it helpful for them to learn how to be a better support for those persons in their lives with these issues.
18. Isn't it asking too much from the patient to come into a 90-minute GMA? We have found that patients spend less time in the group than in an individual appointment (including waiting room time). Patients can come into the group, have their issues addressed and then leave as they so choose.
19. What happens if I make a mistake in the group? When a physician makes a mistake, which all will do in time, it shows the group of patients the human element of a physician. Patients will generally think more highly of their provider when they see how the provider works to rectify the error.
20. How do I manage if someone has a serious health issue or breaks down and cries during the GMA? Often the other patients in the group are really the best help in these situations by providing comfort and feelings of a common social network. The aloneness these patients feel is reduced and there is a sense of hope when they leave the group.