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**Specialty Public Policy**

## **How to Host a Site Visit with Your Local Representative**

Following the last election, which saw Republicans regain the White House while maintaining control of most state legislatures, governorships, the U.S. House of Representatives, and the Senate, major health care policy reforms are again likely. In this environment, it's more important than ever for practices to continue to engage state and federal elected leaders on issues impacting community-based care.

### **Importance of Site Visits**

One of the most effective ways of doing this, is by hosting site visits. Such visits are commonly used to immerse legislative officials in the day-to-day operations of a community-based practice. From the front lobby to the infusion suite, from HIT and medical records to any ancillary services available, officials are able to experience first-hand and from a clinical perspective, how integrated treatment is delivered to patients using the highest standards of care.

The need for education in today's complicated legislative and regulatory environment has never been greater. With your help, officials and their staff may review services provided for their constituents.

### **Best Practices**

Each visit should be planned for a time period ranging from 45 to 60 minutes. While this is certainly not enough time to explain all that is involved in practice operations, it does provide a snapshot that many officials have found greatly valuable in showcasing the model and delivery of care.

Upon arrival, we recommend the practice physician greet the official and facilitate a pre-planned itinerary. This usually includes a 30-minute tour focusing on the delivery of care, followed by a more formal, sit-down conversation concerning the latest health care issues of importance to your practice and your patients.

During each tour, it's beneficial to highlight pharmacy services, medical recordkeeping and HIT, financial and patient assistance resources provided by the practice, and common follow-up procedures. The key is to help the individuals on the tour better understand how a patient interacts and benefits from the entirety of services that your practice provides.

Visits should always conclude by exchanging necessary contact information and a discussion of follow-up communications from the practice to the official's staff and vice versa.

### **Share Your Progress with Us!**

At McKesson Specialty Health, we believe community specialty clinics play a vital role in determining the future of care delivery. In order to showcase the work you're doing to advocate for your patients and your practice, we encourage you to take photos during the visit, if appropriate, and **[share them with us](#)** so that they can be posted on the **[Specialty Public Policy website](#)**.

***A sample invitation to use to invite your local representatives to a site visit can be found on the following page.***

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Specialty Public Policy

## Sample Invitation You can Use to Invite Your Local Representative to a Site Visit

Month XX, 20XX

The Honorable XXXXXX  
Unites States Congress/Senate  
XXXXXXXXXX  
Washington, DC , FL 33601

Dear Senator/Representative XXXXX,

On behalf of XXXXX, I would like to formally invite you to visit our community-based practice during the upcoming legislative recess. As you will see during this brief tour, XXXXX strives to serve as a good example of efficient, effective and convenient care. As policy makers and health care professionals work to analyze and implement healthcare reform, we hope this opportunity to view our facility firsthand will provide an insight into the measures that we have taken to balance healthcare costs with patient access to quality care.

As background, XXXX [size and scope of practice].

In advance of this tour, it is important to point out that nearly XX% of Americans with XXX receive their care in outpatient community settings such as XXXX. Through the tour, you will see why so many patients are drawn to convenient access to [services provided].

As Congress weighs legislation that would impact the way in which care is provided, we strive to provide several chief principles for health care reform discussions. First and foremost, we strongly believe that all patients should have access to integrated, outpatient care in the community where they live and be able to receive high-quality, evidence-based, comprehensive care.

Again, we would be honored to host you for a brief tour.

Thank you in advance, and please do not hesitate to contact me if you have any questions or concerns.

Kind regards,

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