

2010 Primary Care Practitioner Appointment and After-Hours Accessibility Standards

Type of Appointment	Criteria	Appointment Examples
Physical Exam/ Routine Care	<ul style="list-style-type: none"> • within one month (30 calendar days) 	<ul style="list-style-type: none"> • yearly well female physical exam • recheck for cholesterol • stable diabetic follow up
Minor Illness/Injury/ Chronic/Ongoing Condition	<ul style="list-style-type: none"> • within seven (7) calendar days 	<ul style="list-style-type: none"> • irritating or change in mole (nevus) • post hospital follow up
Sick/Non-Urgent	<ul style="list-style-type: none"> • within three (3) calendar days 	<ul style="list-style-type: none"> • upper respiratory infection • cold symptoms
Urgent Examination	<ul style="list-style-type: none"> • within 24 hours 	<ul style="list-style-type: none"> • nausea/vomiting • palpitations
Emergent Telephone Access	<ul style="list-style-type: none"> • call should be answered or handled immediately (triage) 	<ul style="list-style-type: none"> • chest pain • hypoglycemia
Waiting Time	<ul style="list-style-type: none"> • the waiting time after arriving for an appointment does not exceed 30 minutes, unless the member is notified of the delay 	

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Appointment		Examples
After Hours Telephone Access	<ul style="list-style-type: none"> • Provide care or arrange appropriate back-up coverage with an AvMed participating physician, 24 hours a day, seven days a week. Your back-up physician's office must be within 25 minutes, non-rush-hour travel time from your office. • Be accessible by phone during all published hours of operations and keep an after-hours answering service. You should respond to urgent or emergency care telephone call within 30 minutes of the call and to other calls within one hour. 	<p>Note: AvMed requires on-call coverage with a participating physician. If coverage is with a non-participating physician, financial responsibility for care of your members by your on-call partner is yours. (Waivers may be issued under certain circumstances.)</p>