

# 2011 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"> <li>• within one month (30 calendar days)</li> </ul>	<ul style="list-style-type: none"> <li>• yearly well female physical exam</li> <li>• recheck for cholesterol</li> <li>• stable diabetic follow up</li> </ul>
Minor Illness/Injury/ Chronic/Ongoing Condition	<ul style="list-style-type: none"> <li>• within seven (7) calendar days</li> </ul>	<ul style="list-style-type: none"> <li>• irritating or change in mole (nevus)</li> <li>• post hospital follow up</li> </ul>
Sick/Non-Urgent	<ul style="list-style-type: none"> <li>• within three (3) calendar days</li> </ul>	<ul style="list-style-type: none"> <li>• upper respiratory infection</li> <li>• cold symptoms</li> </ul>
Urgent Examination	<ul style="list-style-type: none"> <li>• within 24 hours</li> </ul>	<ul style="list-style-type: none"> <li>• nausea/vomiting</li> <li>• palpitations</li> </ul>
Emergent Telephone Access	<ul style="list-style-type: none"> <li>• call should be answered or handled immediately (triage)</li> </ul>	<ul style="list-style-type: none"> <li>• chest pain</li> <li>• hypoglycemia</li> </ul>
Waiting Time	<ul style="list-style-type: none"> <li>• the waiting time after arriving for an appointment does not exceed 30 minutes, unless the member is notified of the delay</li> </ul>	

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After Hours Telephone Access	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	<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>