

**2017 Appointment and
After-Hours Accessibility Standards
(Primary Care Physician, Specialist, Behavioral Healthcare)**

Initial Appointment

Type of Appointment	Criteria	Appointment Examples
Regular and Routine Care / Physical Exam	<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
Behavioral Health	<ul style="list-style-type: none"> within 10 business days Urgent Care within 48 hours Care for non-life threatening emergency within 6 hours 	<ul style="list-style-type: none"> Psychiatric Evaluation Initial Diagnostic Evaluation Priority / Urgent outpatient appointments received via CM Referral
Urgent	<ul style="list-style-type: none"> within 48 hours office to office interaction or physician services intervention may be required 	<ul style="list-style-type: none"> broken extremities active GI bleed nausea/vomiting palpitations

Follow Up Appointment

Type of Appointment	Criteria	Appointment Examples
<ul style="list-style-type: none"> Initiation of New Symptoms Increase in Active/Disabling Symptoms 	<ul style="list-style-type: none"> within 2-3 days 	<ul style="list-style-type: none"> Intractable pain Progressive weakness
Behavioral Health	<ul style="list-style-type: none"> within 10 business days 	<ul style="list-style-type: none"> Medication Management follow-up Therapy visit Psychiatric Testing

Wait Time in office

Waiting Time:
The waiting time after arriving for an appointment does not exceed 15 minutes, unless the patient is notified of the delay.

After Hours

After Hours Telephone Access	<ul style="list-style-type: none"> Be accessible by phone during all published hours of operations and be available to return after hour calls within 6 hours. 	
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