

**2019 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"> • Routine within 10 business days • Urgent Care within 48 hours • Care for non-life threatening emergency within 6 hours • Priority / Urgent outpatient appointments received via Case Management Referral for Emergency Room transport or 9-1-1 call out, as necessary 	<ul style="list-style-type: none"> • Psychiatric Evaluation • Initial Diagnostic Evaluation • Life threatening emergent level of clinical urgency
Urgent	<ul style="list-style-type: none"> • Members will be triaged which involves identifying those which can be managed in the office or through alternative resources. Members requiring emergent care, (defined as life-threatening) will be granted immediate access or offered Emergency Room as an alternative if after hours or the cannot be safely managed in the office setting. Members in need of Urgent Care (Sudden or recent onset of symptoms that need prompt medical attention) will be seen in the office, by first available practitioner in a group. Referral to an Urgent Care or Walk-In Clinic may also be offered as an alternative. 	<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.	
------------------------------	---	--