

<b>SECTION</b>	<b>Approval date:</b>	
Office Management	<b>Approved by:</b>	
<b>POLICY AND PROCEDURE</b>	<b>Effective date:</b>	
Access to Care 24/7	<b>Revision date:</b>	

**POLICY:**

The site shall have a provision for appropriate, coordinated access to health care services 24 hours a day, seven (7) days a week.

**PROCEDURE:**

- A. The staff shall ensure that current clinic office hours are posted within the office or readily available upon request.
- B. The PCP shall ensure that the following current site-specific resource information are available to site personnel:
  - 1. Physician office hour schedule(s),
  - 2. Group and/or Plan-specific systems for after-hours urgent care,
  - 3. Emergent provider/on-call coverage available 24 hours a day, 7 days per week, and
  - 4. A system for providing follow-up care.
- C. When the PCP is not on site during regular office hours, personnel are able to contact the provider (or covering provider) at all times by telephone, cell phone, pager, etc.
- D. During after-hours or when the PCP is not on site during regular office hours, the PCP (or covering provider) shall respond to urgent/emergent member matters within 30 minutes.
- E. Telephone answering machine, voice mail system or answering service are used whenever office staff does not directly answer phone calls.
- F. Telephone system, answering service, recorded telephone information, and recording device are periodically checked and updated to ensure functionality and validity of information:
  - Monthly
  - Quarterly
  - Other: \_\_\_\_\_
- G. After-hours emergent, urgent and routine care instructions/clinic information are made available to patients. The site has the following answering service/machine greeting and instructions (if different from below, see attached script):

*“You have reached the office of \_\_\_\_\_ (Clinic/PCP name). Our office is currently closed. If this is a life-threatening emergency, hang up and call 911 or go to the nearest emergency room. If this is an urgent matter and you need to speak to the doctor, please call \_\_\_\_\_ (provider’s after-hours phone or pager number). Your call will be returned within 30 minutes. For routine matters such as appointments or prescription refills, please leave a message after the tone. Please be sure to include your name and your telephone number with the area code. We will return your call during our normal office hours. Our normal office hours are \_\_\_\_\_ (day) through \_\_\_\_\_ (day), \_\_\_\_\_ (opening time) until \_\_\_\_\_ (closing time).”*