

**2023 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"> <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>
Behavioral Health	<ul style="list-style-type: none"> <li>• Routine: access to services within 10 business days.</li> <li>• Urgent: access to services within 48 hours.</li> <li>• Non-life threatening emergency: access to emergency services within six (6) hours.</li> <li>• Life-threatening emergency: immediate access to emergency services.</li> </ul>	<ul style="list-style-type: none"> <li>• Psychiatric Evaluation</li> <li>• Initial Diagnostic Evaluation</li> <li>• Life threatening emergent level of clinical urgency</li> </ul>
Urgent	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Broken extremities</li> <li>• Active GI bleed</li> <li>• Nausea/vomiting</li> <li>• Palpitations</li> </ul>

**Follow Up Appointment**

Type of Appointment	Criteria	Appointment Examples
<ul style="list-style-type: none"> <li>• Initiation of New Symptoms</li> <li>• Increase in Active / Disabling Symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Within 2-3 days</li> </ul>	<ul style="list-style-type: none"> <li>• Intractable pain</li> <li>• Progressive weakness</li> </ul>
Behavioral Health	<ul style="list-style-type: none"> <li>• Prescribers – Average days to follow-up ≥ 60 calendar days.</li> <li>• Non-Prescribers – Average days to follow-up ≥ 30 calendar days.</li> </ul>	<ul style="list-style-type: none"> <li>• Medication Management follow-up</li> <li>• Therapy visit</li> <li>• Psychiatric Testing</li> </ul>

### **Wait Time in office**

Waiting Time:

The waiting time (including time spent in the waiting room and exam room) does not exceed 15 minutes from the appointment time, unless the patient is notified of the delay.

### **After Hours**

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