

**VALLEYCARE**  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**POLICY & PROCEDURE**

**NUMBER: 137**  
**VERSION: 1**

**SUBJECT/TITLE:** SCHEDULE APPOINTMENT SYSTEM FOR OUTPATIENT CLINICS

**POLICY:** ValleyCare shall establish and maintain a clinic appointment system to provide patients with appropriate access to care.

**PURPOSE:** To establish a clinic appointment system which: (1) minimizes patient waiting time, (2) promotes efficient patient flow, (3) maximizes staff resources, and (4) deals with early or late arrival of patients in a consistent manner.

**DEPARTMENTS:** All

**DEFINITIONS:** Late arrivals are defined as being 15 minutes late to their appointment time.

**PROCEDURE:** The appointment system shall include the following:

1. Individual appointments: Each patient is assigned a specific individual appointment time and to the extent possible, is seen at that prescheduled time (e.g., Patient Jones is scheduled at 8:15 a.m., Patient Brown at 9:30 a.m., etc.)
2. Staggered appointments: A small number of patients are scheduled at intermittent intervals of time (e.g., three patients at 8:00 a.m., three patients at 8:20 a.m., etc.). Less than 25 percent of each provider's patients are scheduled to arrive at the same time.

Patients shall be instructed to arrive 30 minutes prior to their scheduled appointment time in order to register. Early arrivals shall be registered no earlier than 30 minutes before their appointment time.

Patients shall be served in appointment order, unless specifically identified based on daily clinical and/or medical needs.

Late arrivals shall be evaluated by a designated professional staff person to determine if there is a need to be seen that same day, reappointed to a future clinic date, or referred to Walk-In.

**SUBJECT/TITLE: SCHEDULE APPOINTMENT SYSTEM FOR OUTPATIENT CLINICS**

**Policy Number: 137**

**Page Number: 2**

References: DHS Policy 324, "Scheduled Appointment System for Outpatient Clinics"	
Approved by: VEC-2007Nov	Date: 05/15/2008
Review Date: 08/12/2022, 3/96, 3/99, 3/05	Revision Date: 2/02, 1/08
Distribution: 1-General Clinic Policies, Olive View Hospital-Wide Policies	
Original Date: 7/1/88	