

LAC+USC MEDICAL CENTER POLICY

Subject: CLINIC APPOINTMENT REPORT	Original Issue Date: 1/06/99	Policy # 702
	Supersedes: 4/11/17	Effective Date: 8/16/21
Departments Consulted: Ambulatory Care Clinical Council Ambulatory Care Administration	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

PURPOSE

To ensure that the information provided in the Clinic Appointment Report is accurate and that the data are collected in a consistent manner and reported in a uniform format by all LAC+USC Medical Center facilities/clinics.

POLICY

All facilities will provide a monthly report of the number of days until the next new routine appointment in each of their clinics.

Data will be collected in a uniform fashion and on designated dates.

All appointments will continue to be assigned according to medical necessity, regardless of the availability listed in the report.

PROCEDURE

- Waiting time information will be gathered on the first Thursday of each month.
- The time will be expressed in calendar days for the clinics.
- The time reported will be the next available *new routine* (non-urgent) appointment for each clinic. If there are not at least two appointments available on that clinic day, then the second available clinic day will be used as the “next available”.
- All clinics will utilize templates that allow them to issue appointments for at least a six (6)-month period of time, with the exception of “Open Access”. Clinics will issue appointments for periods as pre-approved.
- Clinics shall be listed under their respective Clinical Departments and in alphabetical order.
- A disclaimer will be posted on every page of the report indicating that, “All appointments will be given according to the needs of the patient’s medical condition, including same-day appointments.”
- The information will be furnished in the spread-sheet format provided and sent via E-mail from each facility for collation.

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The LAC+USC Medical Center Monthly Clinic Appointment Report will be reported at the LAC+USC Medical Center Ambulatory Care Clinic Council.

- Corrective action will be requested on a regular basis when waiting times are excessive.

REFERENCE

Joint Commission Standards (Provision of Care, Treatment, and Services)

REVISION DATES

April 16, 2002; May 05, 2005; May 11, 2010; February 11, 2014; April 11, 2017; August 16, 2021