



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: SERVICE STANDARDS – AMBULATORY CARE

POLICY NO. 394

CATEGORY: Provision of Care	EFFECTIVE DATE: 12/04
POLICY CONTACT: Griselda Gutierrez, MD	UPDATE/REVISION DATE: 6/21
REVIEWED BY COMMITTEE(S):	

PURPOSE

To outline the standard(s) for Ambulatory Care Services.

POLICY

The Los Angeles County Department of Health Services and Harbor-UCLA Medical Center’s standard is for patients to be seen within 60 minutes of their arrival/appointment time. Those clinics that are able will see patients sooner.

The goal for routine appointment backlog should be less than 6 weeks. All reasonable efforts are to be made to meet the clinic appointment timing standards set forth in this document. Individual clinics may set standards that are more rigorous.

PROCEDURE

Patients to be seen within 60 minutes or sooner of their arrival/appointment time.

REVISED:

REVIEWED: 7/07, 12/10, 6/21

APPROVED BY: 
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