



TITLE: Open Access (Same Day) Appointments
DIVISION: Ambulatory Care Network
SERVICE AREA/ UNIT: Patient Centered Medical Home

Policy & Procedure Number	ACN
	PO-01.003
Origination Date:	01/11/2016
Revision Date:	07/12/2020
Review Date:	08/20/2020
Approved By:	ACN P&P

1.0 PURPOSE:

To delineate the process and standards for the same day availability of appointments for routine and urgent care needs to our empaneled patients into the Patient Centered Medical Home (PCMH) clinics.

2.0 POLICY:

There will be designated, reserved appointment slots available for patients-on a daily basis who request to be seen for routine or urgent issues.

3.0 DEFINITION:

- 3.1 **Open Access (Same Day) Appointments:** Appointment slots that are available for patient scheduling for routine or urgent care needs on the same day of the request.
- 3.2 **Routine:** Appointments for health maintenance services or periodic follow-up of chronic conditions.
- 3.3 **Urgent:** Appointments for acute changes in condition requiring timely intervention.

4.0 PROCEDURE:

- 4.1 Each PCMH Provider will have one or more appointment slots per four-hour clinic session for Open Access (Same Day) visits for patients with routine or urgent care issues.
- 4.2 Open Access (Same Day) slots may be booked on the same day of request; no earlier than the afternoon session of the previous day.
- 4.3 These appointment slots are booked on a first-come, first-served basis.
- 4.4 These appointment slots may be booked during the current session.
- 4.5 Every effort will be made to provide same day appointments with the empaneled provider, or any other member of the PCMH team, if appropriate.

4.6 Appointments available through cancellation or no show can be used to accommodate same day visit requests. However, this is not an alternative to having Open Access (Same Day) appointment availability.

5.0 QUALITY IMPROVEMENT:

The facility will monitor and report monthly on the utilization rate of Open Access appointment for each PCMH. The number of slots may be adjusted according to demand.

6.0 SOURCES AND REFERENCE:

6.1 ACN Patient Centered Medical Home Manual

7.0 AUTHORITY:

National Committee for Quality Assurance, Patient-Centered Medical Home Standard 1 (Patient Centered Access)

Prepared by: Michael Mills

Approvals:



Quentin O'Brien
Chief Executive Officer

10/27/2020

Date



Margarita Pereyda, MD
Interim Chief Medical Officer

10/22/2020

Date



Debra Duran, RN
Chief Nursing Officer

10/22/2020

Date

P&P History

Date	Department	Policy & Procedure #	Comments	Next Annual Review Due
01/11/2016	ACN	N/A	Draft prepared	
01/28/2016	ACN	PO-01.003	Approved	01/28/2017
02/10/2016	ACN	PO-01.003	Revised	02/10/2017
02/22/2018	ACN	PO-01.003	Reviewed	02/22/2020
8/20/2020	ACN	PO-01.003	Revised and Approved	08/20/2023