

# Medical Department

## Appointment Procedure

Site:	Version: 1
Approver(s): Medical Clinical Staff	
Effective Date: 11/15/16	Next Review Date: 11/15/17
Standards: NCQA	

### Policy

The goal of the \_\_\_\_\_ is to provide quality healthcare/education/health maintenance for patients in a timely fashion. Thus, appointment slots aside from routine appointments are reserved for same-day scheduling for each provider. There will be attempts to make the same day appointment with their primary care provider or provider of choice if PCP unavailable.

Meets PCMH Standard AC02

Changes have been made due to an ever increasing demand on clinic services and we are attempting to decrease patient waiting times. For routine appointments, we ask that patients please be here 15 minutes before their appointment time. If a patient cannot keep a scheduled appointment, he or she should call the Medical Receptionist and reschedule for a different date and time.

All patients who present without an appointment and request to be seen will receive a nursing assessment by a clinic nurse (RN or LPN) to determine classification of care. The \_\_\_\_\_ Medical Dept. will utilize a system of classifying patients as emergent, urgent, non-urgent or routine. All patients will receive a full set of vital signs. Patients will be advised that only their chief complaint will be addressed during an unscheduled medical visit.

### Classification of Care

Meets PCMH AC02

**Emergent:** A patient whose needs are such that without immediate care they may have an immediate threat to life, limb or organ function. These patients will be triaged and evaluated upon arrival to determine correct level of care.

**Urgent:** Urgent would be defined as a patient who would have no foreseeable change in his/her condition during a 2-4 hour wait. An attempt will be made for the patient to be seen by a provider at the facility, or depending on resources, the patient may be given other options for care. Examples would be UTI, muscular injury and/or URI. These patients will be offered a same day appointment if available. If there are no slots, they will be triaged and offered to wait for next available slot, offered an appointment for the next available slot, or referral to urgent care.

**Non-Urgent:** A patient with relatively minor conditions or ones that do not necessarily require being seen by a Medical Provider and may be treated by Nursing Protocols or home care instructions. Patients will be informed of the scheduling process and encouraged to make an appointment as necessary. Patients will be assessed and if able, taken care of by the nurse. Examples would be medication refills, dressing changes, and immunizations.

**Routine:** Routine appointments are defined as new patient evaluations, chronic care visits, follow-up visit exams, and those visits of a non-urgent nature. Patients will be offered an appointment no later than one month, sooner based on level of services needed.

**Alternative:** To make care more accessible, alternative visits will be made possible, if the patient and team agree that this is reasonable. This will be a prescheduled visit. If labs are required prior to visit, they will be ordered and done to be reviewed by the provider. This call will be made telephonically for routine visits. An example may be a patient with hypertension needs to review blood pressure and readings to determine if medications need to be adjusted.

### **Late or Missed Appointment**

Any patient who is over 5 minutes late for a medical appointment with a Primary Medical Care Provider will be asked to reschedule for another time/day. If the patient desires or needs to be seen that day (e.g. that patient has an urgent health problem that cannot wait until the next business day, the patient traveled a great distance, had an unexpected delay or other extenuating circumstance) the Medical Receptionist or Nurse will inform the provider who will decide if the patient can be worked into his or her schedule. If the patient cannot be worked into the appointment Provider's schedule and the patient wishes to be seen, he or she will be triaged in the same manner as other patients presenting to the clinic without appointments.