***Practice Name:***

**Address:**

**Appointment Availability Policy**

Dated: 4/3/2017

It is the policy of our practice to run a scheduling report showing appointment wait times compared to our office policy standards, at least once every calendar quarter. Our policy is as follows:

**BY APPOINTMENT TYPE:**

1. Urgent Care (Acute Illnesses) –Patients will be seen within the same day of request with Practice Name.
2. Routine Care (Chronic Conditions) –Patient is scheduled within the same day of request with a provider in Practice Name. No more than 1-day time lapse unless requested by the patient.
3. Wellness Care (Physical/WWE) –Patient is scheduled within 3-4 days of request with a provider at Practice Name.
4. New Patient Visit - Patient is scheduled within 3-4 days of request with a provider at Practice Name.
5. Consult – Patient is scheduled within 7 days of request with a provider at Practice Name.

Definition of Appointment Availability:

Rakesh K. Dua Physician, PC has an open access policy for appointments. The goal is to the next available appointment in zero days (same day) for Primary Care. This analysis does not take into account the hour slot per day reserved for Same-Day Appointments.

Data Collection Plan:

Sample all physicians on team for each work day the first full week of the month. Count the number of days between requests for an appointment with a primary care physician for a new patient physical, routine exam, or follow up visit exam. Report the average number of days for all physicians, for all days sampled.

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| **Report Date** | 12/18/17 – 12/22/17 |  |  |
|  |  |  |  |
| **Visit Type** | **Standard** | **Next Available Appt** | **Month Analyzed** |
| Physical | 3-4 Days | 2 Days | January 2018 |
| Urgent Visit | 24 Hours | 1 Day | January 2018 |
| New Patient | 3-4 Days | 2 Days | January 2018 |
| Same Day Appt | Same Day | Same Day | January 2018 |
| Consult | 7 Days | 3 Days | January 2018 |