

SAME DAY SCHEDULING**OPS.509**

Approved By: Chief Operations Officer	Adopted Date: 10/27/2014
Distribution: All ODCHC Staff	Revision Date(s):

Purpose:

To ensure timely medical care for Open Door Community Health Centers' patients.

Policy:

Open Door Community Health Centers provides patients with timely access to acute and preventative healthcare services. It is Open Door's policy to accommodate same day appointments whenever possible.

Scheduling and clinical staff have electronic access to the daily schedule to view the daily appointment availability and overall clinic patient load.

Schedulers will:

1. Hold approximately 25% of slots for same day appointments, including walk-ins. Same day slots are not released until that date.
2. Schedule patients with their PCP whenever the PCP is working and not already over-booked. If the patient's PCP is not available, the patient will be scheduled with another PCP on their PCP's Care Team.
3. Transfer patient calls to a designated registered nurse when the patient states their need for an appointment is urgent and all appointment slots are filled.

Registered Nurses will:

1. Attempt to contact patients within two (2) hours of their request. Calls received after 4:00pm can be returned the following morning.
2. Perform triage as needed to determine if a patient's condition should be handled as emergent, acute/urgent or routine.
3. Triage calls are documented in EPIC as per CLN.073.

Approved:



Cheyenne Spetzler
Chief Operations Officer