

Approved By:	Board of Directors	Adopted Date:	11/03
Distribution:	Site Administrators	Revision Date(s):	11/08, 03/09, 11/12, 03/13, 08/18
Category:	Administration and Governance	Reviewed Date(s):	

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#### PURPOSE:

To define consistent and adequate hours of operation, to ensure access for patients, to maximize revenue from operations and to meet state licensing requirements for posting and notification.

#### POLICY:

- Each health center will operate on a standard schedule developed in accordance with this policy.
- Hours of operation will be posted in public view and provided on telephone answering systems.
- Hours of operation will clearly distinguish between those hours when clinical services are provided, and those hours when support staff members are present solely to answer phone calls and make appointments (at the beginning of each clinic session and at lunch time). All support staff will receive training in how to handle patient inquiries when no licensed clinical provider is present in the facility.
- Changes in hours of operation must be submitted for approval, in advance, to the Chief Operations Officer (COO). No proposed change in hours that causes the rescheduling of existing appointments, or substantially reduces the number of patients seen in the facility, will be approved.
- A sign notifying patients of any temporary changes (such as holiday closures) will be posted a minimum of 10 days in advance of the closure.
- Any proposed permanent change in hours of operation that decreases the capacity of the facility to provide patient care must be approved by the Board of Directors.
- Each licensed facility will be open to the public for a minimum of 8 hours per day, Monday - Friday (typically two 4-hour sessions with a one-hour lunch break).
- Clinical services will be provided at licensed facilities for a minimum of 7 hours per day, Monday - Friday (typically two 3 ½-hour sessions each with ½-hour preparation time). Though patients may be present in the facility during the ½-hour preparation period, it is expected that no patient care will be provided until at least one licensed clinical staff person is present in the facility.
- The following clinic session types are approved:

Clinic Type	Care Session
4-hour session	3 ½ hours
5-hour session	4 ½ hours
6-hour session	5 ½ hours
Evening session	As approved by COO

- Actual hours of operation for each facility are included in ODCHC policy AG\_ODCHC Scope of Service.
- Each facility has flexibility to work out a scheduling pattern that meets the needs of patients and staff. It is expected that each primary care provider will be scheduled for 20-24 patients per 8-hour day and 26-30 per 10-hour day. Dental providers will be scheduled for 18-20 patients per 8-hour day and 22-25 patients per 10-hour day.

#### REFERENCES:

None

**AG.106 HOURS OF OPERATION**

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**ASSOCIATED DOCUMENTS:**

*OPS.052 Hours of Operation (Retired)*

*AG\_ODCHC Scope of Service*

**KEYWORD TAGS:**

*None*