

# Improve Patient Satisfaction With Advanced Access

## Let us know if you offer same-day scheduling!

**What is advanced access?** Advanced access means you offer patients **same-day scheduling** to see their primary care physician (PCP) or other qualified primary care provider, such as a nurse practitioner, physician assistant or other appropriate provider within the patient's assigned medical group. It does not apply to appointments with specialists.

## Why offer advanced access?

Benefits of advanced access include:

- Improved access to care.
- Increased patient, staff and provider satisfaction.
- 2025 Provider Directory will show that you offer it.
- Enhanced continuity of care.
- Less survey calls to your office.
- Meets regulatory timely access standards for PCPs.

**Contact us if you currently offer advanced access in your practice. If not offered, we can help you implement advanced access in your practice. To learn more, email us at [Access.Availability.PNM@healthnet.com](mailto:Access.Availability.PNM@healthnet.com).**



## Tips to make it easy for patients who call to request same-day scheduling:

- Block out at least an hour a day to allow for "walk-in" visits and same-day scheduling.
- Keep a canceled time slot (less than 24-hour notice) open.
- Offer to set an appointment for a later date if the patient doesn't accept the offered same-day/next-day slot.

