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SECTION: Office Management	
POLICY AND PROCEDURE: Provision of Services 24 Hours a Day	Approved date: _____ Approved by: _____ Effective date: _____ Revised by: _____ Revised by: _____

POLICY:

The site will have a provision for appropriate, coordinated health care services twenty-four hours a day, seven days a week

PROCEDURE:

- A. The staff will ensure that current clinic office hours are posted within the office or readily available upon request.
- B. The PCP will ensure that current site-specific resource information is available to site personnel about physician office hour schedule(s), local and/or Plan-specific systems for after-hours urgent care, emergent physician coverage available 24 hours a day, 7 days per week, and system for providing follow-up care.
- C. Medi-Cal and Cal MediConnect participating providers must offer hours of operation to Medi-Cal and CalMediConnect members that are no less than hours of operation offered to patients from other lines of business, or to Medi-Cal Fee-for-Service (FFS) beneficiaries.
- D. The staff will be able to contact the PCP (or covering physician) at all times via telephone, cell phone or pager.