

PCP:	Page 1 of 2
SECTION: Office Management	
POLICY AND PROCEDURE: Appointments and Patient Recall	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

POLICY:

A system is established that provides timely access to appointments for routine care, urgent care, prenatal care, pediatric periodic health assessments/immunizations, adult initial health assessments, specialty care and emergency care.

PROCEDURE:

- A. Staff shall notify and remind members of scheduled appointments and/or preventive screening appointments.
- B. The PCP will provide an initial health assessment for each adult and pediatric member within 120 days of the date of enrollment, unless the member's PCP determine that the member's medical record contains complete and current information consistent with the assessment requirements within periodicity time requirements.
- C. The Health Plan will follow its procedure to advise the plan members of the availability and value of scheduling an IHA appointment. The Health Plan will provide monthly eligibility reports to PCPs, listing the member's names, addresses, and telephone numbers. If a member or guardian refuses to have an IHA performed, this information must be documented in the member's medical record.
- D. Staff will follow up on missed and/or canceled appointments via mail or phone. At least two attempts to reach the patient will be made and documented in the patient's record.
- E. Appointment Rescheduling - When it is necessary for a provider or an enrollee to reschedule an appointment, the appointment shall be promptly rescheduled in a manner that is appropriate for the enrollee's health care needs, and ensures continuity of care consistent with good professional practice, and consistent with the objectives of this policy.

PCP:	Page 2 of 2
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F. The PCP will ensure that appointments are designed according to the patient's clinical needs and within the following timeliness standards:

1. Urgent Care: within 48 hours
2. Prenatal Care: within 10 days
3. Non-urgent Care: within 10 days
4. Well child Visits: within 10 days
5. Specialty Care within 15 Days
6. Specialty Care within 15 days

