

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.
- The 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.



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.