

DEPARTMENT: Doylestown Healthcare Partnership	
FACILITY:	
DATE OF ORIGIN: 7/14/21	NEXT REVIEW DATE: 7/14/2022
AUTHOR (ROLE): ADM Director DHP	
APPROVED BY (ROLE): Network Development / DHP Managing Committee	

PURPOSE:

The practice will have a strategy for urgent appointments

SCOPE:

This policy applies to all Doylestown Healthcare Partnership Primary Care Practices.

POLICY:

All practices have the availability for same-day/urgent appointments for patient needs a same-day medical evaluation.

PROCEDURE:

1. Practices will have a designated amount of open same day appointments.
 - a. Practice has at least 2 - 4 open slots for same-day appointments in schedule per number of providers per day.
2. Optimal ratio of appointments
 - i. Pre-booked (70%) – weighted toward the morning
 - ii. Can only be booked within 2 business days (e.g. 20%) for urgent issues OR risk patients

- iii. Can be booked same-day (e.g. 10%) for only urgent issues OR high-risk patients

- 3. The patient is triaged to determine the urgency of the same-day request, the front office staff offers the patient the next available slot that meets with their ability to arrive at the office

- 4. If all same-day appointment slots are filled, the patient is offered the next available appointment in the schedule. If the need is triaged as emergent, a provider is informed and patient is referred to the Hospital Emergency Room or Urgent Care Center as determined by the time of day and severity of the need.

- 5. Practice will monitor the performance on same-day appointment availability to see if the number of same-day slots are appropriate for the needs of their practice.

- 6. Words That Matter
 - a. The need to get urgent care comes up from time to time. Please call us first. We can do a lot here. This may save you an urgent care or emergency room visit.

Reviewed:

Revised: