

## Practice Policy

Arrangement of Alternative Appointments	Developed by:	Approved by:
Updated:	Signature:	Signature:

### **PURPOSE:**

To provide enhanced access to patients and families by offering alternative appointments with the primary physician, nurse practitioner, or other provider using technology.

### **GOALS AND OBJECTIVES:**

To provide scheduled routine or urgent appointments by telephone or other technology-supported mechanisms. The practice offers a combination of telephone, video chat, and instant messaging as the alternative appointment options. Patient/family access to these alternative appointments will be based upon medical needs.

### **RESPONSIBILITY:**

Lead Clinical Team Member

### **DETAILS:**

- A. Only established patients may schedule an alternative appointment. New patient visits must be scheduled in-office with the primary physician.
- B. Patients who call to schedule an alternative appointment will be triaged appropriately based on medical urgency and the patient/family's request. Alternative appointments will not be scheduled for urgent care.
- C. Telephone triage and scheduling of an alternative appointment
  - The front office staff or master scheduler is available during normal practice hours.
  - All "sick" appointments are scheduled in 7.5-15 minute increments.
  - All "well visit" appointments are scheduled in 20-60 minute increments.
  - The schedule will have open appointment slots for alternative appointment types on its master schedule template. Alternative appointments will be part of the schedule template and available on a daily basis.
  - Some open slot appointments may be pre-scheduled for the next day at the discretion of the physician or nurse practitioner. All patients who need to be seen that day will be seen, and the on-call physician or nurse practitioner will triage appointments after hours.
  - The front office staff or master scheduler will schedule the patient for the alternative appointment for the required amount of time. For routine and non-urgent care, the front office staff will schedule an appointment within \_\_\_\_\_, at the patient's convenience, or as determined by the physician or nurse practitioner.
  - If the front office staff is unsure about the urgency of the visit or time duration, they will consult with the physician or nurse practitioner, who may opt to schedule a same day appointment.
  - The patient will be given the appointment date and time, as well as any instructions for the visit. The practice will provide a reminder telephone call one to two business days prior to the appointment. The front office staff will document the reason for the appointment in the patient record or EHR.

### **MONITORING:**

Adherence to these policies will be monitored quarterly by examining data from 5 consecutive business days. The personnel assistant is responsible for delegating the spot checks and will report quarterly at a staff meeting.

**This policy shall be reviewed at least every 2 years.**

Approved Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**APPROVALS:**

Physician Partner: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Administrative Partner: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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