

## Policy & Guidelines

Policy: Extended Hours of Care	Developed by:	Approved by:
Updated:	Signature:	Signature:

### **PURPOSE:**

To offer patients/families after-work and weekend appointments allowing for extended access to care in their medical home.

### **RESPONSIBILITY:**

All Staff

### **POLICY:**

The Practice will offer extended after-work and weekend hours as follows:

- Monday thru Friday: 8am until 9pm
- Saturday: 8am until 2pm

For care outside of regular business hours, please see the practice's "After Hours Phone Calls and Web Messaging" policy.

In the event of practice closure for holidays or for other reasons, changes to the practice's hours will be announced on the practice's website, Facebook page, and included in the automated voicemail greeting at least 2 weeks prior to any scheduled closure.

### **MONITORING:**

Every 6 months, the Quality Improvement Manager will review past appointment data for 6 consecutive days to assess time slots for high and low utilization. Additionally, data on patient/family appointment needs and preferences will be assessed. This data will be reported quarterly at a staff meeting.

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

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

### **APPROVALS:**

Physician Partner: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Administrative Partner: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_