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| STP OFFICIAL LOGO 02-22-10 | Serve the People  Community Health Center  A Non-Profit Corporation | |
|  | SECTION: | PATIENT CARE SERVICES |
|  | TITLE: | Availability of Appointments |
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**AVAILABILITY OF APPOINTMENTS**

1. **PURPOSE:**

To ensure the availability of timely appointments for our services. To provide access to care in a timely and non-discriminatory manner, minimize interruptions in the scheduling process, and reduce disruptions in the delivery of care.

1. **POLICY:**

Serve the People Community Health Center (STP-CHC) will offer patients an appointment with their primary care provider in a timely manner regardless of the patient’s condition or status.

1. **PROCEDURE:**

STP-CHC schedules all appointments in a consistent manner. The following criteria apply to different types of appointments offered at STP-CHC. Our practice utilizes a third next available appointment report to ensure compliance with our standards.

1. Patients with life threatening emergencies shall be instructed to call 911 or go to the nearest hospital or emergency department (E.D).
   1. Patients being referred to the hospital or E.D are followed up by our patient services associate that keeps track of patients that are referred to hospital or E.D. If patient is physically present and responsive we shall have patient sign a medical release form to request records from hospital or E.D.
2. Patients with urgent or routine medical conditions during hours of operation will be available to be seen on same day appointments within 24 hours.
   1. Same day appointments are available to patients by phone.
3. New or established patients requesting a physical examination shall be scheduled within two to three weeks.
4. Patients requesting a routine follow-up appointment shall be scheduled within 3 weeks.
5. Access to answering service will be available 24 hours per day / 7 days a week.
   1. All calls processed through the answering service are directed to our CMO who will speak directly to patients.

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| EFFECTIVE DATE:  05/01/2013 |  |
| REVISED AND APPROVED BY:  MARCO ANGULO, M.D. | DATE:  10/3/2016 |
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