

SECTION	Approval date:	
Office Management	Approved by:	
POLICY AND PROCEDURE	Effective date:	
Appointments and Patient Recall	Revision date:	

POLICY:

A system is established that provides timely access to appointments for routine care, urgent care, prenatal care, pediatric periodic health assessments/immunizations, adult initial health assessments, specialty care and emergency care.

PROCEDURE:

- A. Staff shall notify and remind members of scheduled appointments and/or preventive screening appointments.
- B. The PCP shall provide an initial health assessment (IHA) for each adult member within 120 days of the date of enrollment, unless the member's PCP determine that the member's medical record contains complete and current information consistent with the assessment requirements within periodicity time requirements.
- C. The Health Plan shall follow its procedure to advise the plan members of the availability and value of scheduling an IHA appointment. The Health Plan will provide monthly eligibility reports to PCPs, listing the members' names, addresses, and telephone numbers. If a member or guardian refuses to have an IHA performed, this information shall be documented in the member's medical record.
- D. Staff shall follow up on missed and/or canceled appointments via mail or phone. At least three attempts shall be made and documented in the patient's record.
- E. The PCP shall ensure that appointments are designed according to the patient's clinical needs and within the following timeliness standards:
 - 1. Urgent Care: within 24 hours
 - 2. Prenatal Care: within 7 days
 - 3. Non-urgent Care: within 14 days
 - 4. Well Baby Visits: within 14 days