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| FACULTY PRACTICE GROUP – Ambulatory Operations | |  |
| STANDARDS AND GUIDELINES | | |
| SECTION: | Front Office Operations | REFERENCE #: |
| SUBJECT: | Access Requirements | PAGE: 1 OF 2 |
| APPROVALS: | FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A | EFFECTIVE: 10/2008 |

PURPOSE:

To ensure access, quality service and patient satisfaction, the UCLA Enterprise Outpatient Practices will strive to provide patients with access to an outpatient appointment as defined below. If a practice is unable to meet access goals, the Practice Medical Director will work with the Department Chair, CAO, FPG and Hospital Administration in identifying interventions that will help the practice meet these goals.

POLICY:

1. The UCLA Enterprise Outpatient Practices will ensure that health services are available and accessible to patients within a reasonable period of time. All practices will evaluate patient access to ambulatory care by assessing the time to the third next available appointment.
 - Primary Care
 - New Patients 4 days
 - Follow up Patients 7 days
 - Specialty Care
 - New Patients 7 days
 - Follow up Patients 14 days

The maximum waiting times for the following services should be:

- Emergency Exam – Immediately
 - Urgent Exam – Less than 24 hours. Urgent or emergent defined is as “life-threatening”
 - Adult/Pediatric Physical Assessment, Preventive care - within 30 calendar days
 - After Hours Care – 24 hours a day
 - Waiting time in Provider office (*to see provider*) – within 30 minutes
 - Call wait Time - < 30 seconds
2. Patients with medical problems, including those that are urgent or emergent (life-threatening) have access to acute medical care twenty-four (24) hours per day, every day of the year.
 3. Physicians providing “on call” coverage for will meet same standard of access and availability.
 4. Every after-hours caller must receive emergency instructions, whether a line is answered live or by recording. Callers with an emergency must be told to:
 - Hang up and call 911
 - Go to the nearest emergency room, or

- Hang up and dial 911 or go to the nearest emergency room
5. After receiving emergency instructions, callers with non-emergency situations that cannot wait until the next business day should receive one of the following options:

When speaking to a person:

- Stay on the line to be connected to the doctor on call
- Leave a name and number and a physician will call you back
- Reach the doctor at another number (i.e. UCLA Page Operator at 310-825-6301) or

When reaching a recording:

- Leave a message and have their call returned that same evening or day, if the call is on the weekend,
- Call an alternate phone or pager number to contact their physician or a physician on call.

REVISION HISTORY

Effective Date:

Review Date:

Revised Date: October 1, 2008