

**FACULTY PRACTICE GROUP – Ambulatory Operations**

STANDARDS AND GUIDELINES

**UCLA** Health System**SECTION:** Front Office Operations

REFERENCE #:

**SUBJECT:** Posting of Hours of Operation

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**APPROVALS:** FPG:  CAO-SC:  APCA: N/A EAC: N/A

EFFECTIVE: 10/2008

**PURPOSE:**

- Hours of operation must be posted and communicated to all patients, staff, providers, and outside facilities to ensure that all are aware of existing operational hours and closures.

**POLICY:**

- All departments must clearly post their office hours in the front doorway of the practice or at the front desk, or in another visible location in the practice.
- All departments will clearly state their office hours on pre-recorded messages available on their phone answering systems.
  - Clearly state regular and holiday office hours including days and times. This must include services are available during non-clinical hours (i.e., appointment scheduling)
  - Give back-up means of communication for urgent matters- voice mail and paging systems. Refer to Answering Service policy.

**REVISION HISTORY**

Effective Date:

Review Date:

Revised Date: October 1, 2008