

Acceptable Documentation to Meet Criteria for Office Access

- 1. Wait time for health maintenance / preventative care**
To meet criteria, routine complete physical exam appointments should be scheduled within eight weeks of request.
- 2. Wait time for routine care appointments**
To meet criteria, routine care appointments should be scheduled within four weeks.
- 3. Wait time for episodic care appointments**
To meet criteria, episodic care appointments should be scheduled within three days, with 24 hour, seven days a week triage availability.
- 4. Wait time for urgent care**
To meet criteria, urgent care appointments should be scheduled within 24 hours.
- 5. Wait time for emergency**
To meet criteria, emergency care patients should be seen immediately or referred to an emergency room or urgent care center.
- 6. Appointment scheduling per hour**
To meet criteria, each physician should schedule no more than five to six appointments per hour.
- 7. Wait time in waiting room**
To meet criteria, patients should be seen by the provider within 15 minutes of arrival.
- 8. After-hours access**
To meet criteria, physicians should have an after-hours answering mechanism in place 24 hours a day, seven days a week