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SECTION: Office Management	
POLICY AND PROCEDURE: Appointments and Patient Recall	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised 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 will provide an initial health assessment 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 will 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 must be documented in the member's medical record.
- D. Staff will follow up on missed and/or canceled appointments via mail or phone. At least two attempts will be made and documented in the patient's record.
- E. The PCP will 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

