

Appendix SS

Provider Network - Appointment Availability Standards

Emergencies and Urgent Care		Standard	Monitoring
Emergency Care	24 hours, 7 days/week		CAHPS Survey, Complaint Analysis
Urgent Non-emergency Care	24 hours, 7 days/week		
Primary Care		Standard	Monitoring
Non-Urgent Sick	72 hours		CAHPS Survey, Complaint Analysis
Non-Urgent Routine	6 weeks		
After Hours, by phone	Answer by live person or call-back from a designated medical practitioner within 30 minutes		Survey, Complaint Analysis
Prenatal Visits		Standard	Monitoring
1st Trimester	14 days		CAHPS Survey, Complaint Analysis
2nd Trimester	7 days		
3rd Trimester	3 days		
High risk pregnancy, any trimester	3 days		
Specialty Care		Standard	Monitoring
Specialist Appointment	1 month		Complaint Analysis, Mystery Shopper, EQRO Survey
Waiting Room Time		Standard	Monitoring
Scheduled Appointments	<45 minutes		Complaint Analysis
Accepting New Patients		Standard	Monitoring
The practitioner office is open to new patients	Provider is listed in directory and/or registry file as open		EQRO Survey, Mystery Shopper, Complaint Analysis