

PRACTITIONER ACCESSIBILITY STANDARDS

In an effort to provide and maintain adequate access to ASH contracted practitioners, the following standards outline ASH's member/insured access to contracted practitioners.

Routine Appointments:

Contracted practitioners are expected to be able to schedule patients for routine, non-urgent appointments within seven (7) days from the time the patient calls for the appointment.

Urgent Appointments:

Contracted practitioners are expected to be able to schedule patients for urgent appointments within twenty-four (24) hours from the time the patient calls for the appointment.

In-Office Waiting Time:

Patients are not to wait more than 30 minutes from the time of their appointment to the time they are seen by the contracted practitioner.

Access to Practitioner:

Contracted practitioners are to be available to member/insured twenty-four (24) hours a day, seven (7) days a week. This means that practitioners must either see the patient, schedule an appointment with the patient within the above timelines, or direct the patient to seek other medical care as medically indicated. The contracted practitioner may opt to utilize an answering service, answering machine, or paging system for this last service.

Answering Machine/Service:

Contracted practitioners are to maintain an answering machine or answering service to receive telephone calls from members/insured twenty-four (24) hours a day, seven (7) days a week. The message content must include the following information:

- A Statement that, for any medical emergency, the patient should call 911
- Instruction for how the patient may leave a message for or contact the practitioner