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| <b>Document Title:</b>             | Open Access Scheduling expectations/best practice for the NYPQ PPS PCMH sites<br>Project 2.a.ii            |
| <b>Approving Committee:</b>        | Clinical Integration   |
| <b>Approval Date:</b>              | TBD  |
| <b>Document Objective/Summary:</b> | This document serves to outline the operational expectations/ best practice for open access at PCMH sites. |

The NYP/Q PPS, after discussion with the clinical subcommittee for the 2.a.ii project has developed best practice for open access scheduling for PCMH sites to provide guidance when scheduling appointments that ensures patient’s medical needs, personal physician choice and preferences are understood and accommodated while maintaining a high level of quality, timely and appropriate medical care.

| <b>Open Access Best Practices/Recommendations</b>  |
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| <p>In alignment with PCMH standard 1.A.1, the practice provides same-day appointments for routine and urgent care. The NYP/Q PPS recognizes the importance of continuity of care with a personal physician and care team:</p> <ul style="list-style-type: none"> <li>• All appointments are to be scheduled for the earliest date/time available and as per patient/family preference.</li> <li>• All attendings have specific sessions which can accommodate patients and provide continuity appointments. If a patient requests a same day appointment with his/her PCP but no appointment is available, an alternative provider will be offered.</li> <li>• If the patient is experiencing an acute issue, they will always be directed to utilize the open access walk in schedule.</li> </ul> |