

# **APPOINTMENT SCHEDULING STANDARDS**

---

---

- \* **Urgent medical or behavioral problems within 24 hours.**
- \* **Non-urgent “sick visits” within 48 to 72 hours, as clinically indicated.**
- \* **Routine, non-urgent or preventive care visits within 4 weeks.**
- \* **Adult baseline and routine physicals within 12 weeks**
- \* **Initial prenatal visits within 3 weeks during the 1<sup>st</sup> trimester, 2 weeks during the 2<sup>nd</sup> trimester, and 1 week during the 3<sup>rd</sup> trimester.**
- \* **Initial visit for newborns to their PCP within 2 weeks of hospital discharge.**
- \* **Initial family planning visit within 2 weeks.**
- \* **In-plan mental health or substance abuse follow-up visits (pursuant to an emergency or hospital discharge) within 5 days.**
- \* **In-plan non-urgent mental health or substance abuse visits within 2 weeks.**
- \* **Patients with appointments are seen within one hour of the appointment time.**