



PATIENT WAITING TIME FOR SCHEDULED APPOINTMENTS POLICY AND PROCEDURES

MSRDP Operating Procedure Number: MSRDP-2.004
Effective Date: December 1, 2000, Revised May 14, 2004
Prepared By: MSRDP Business Administration and UNTHSC Quality Management
Purpose: To ensure effective communication to patients during the wait for a scheduled appointment

Approval: _____
Chairman, MSRDP Board of Directors

- 1.0 Policy.** To limit and monitor the amount of time a patient waits at the practice office for a scheduled appointment.
- 2.0 Purpose.** To ensure effective communication to patients during the wait for a scheduled appointment.
- 3.0 Definitions.**
- 4.0 Procedures.** The targeted waiting period between the time of a scheduled appointment and the time the patient is seen by a provider is as follows:
 - 4.1 Less than one hour every time.
 - 4.2 Less than 30 minutes 95% of the time.
 - 4.3 Less than 15 minutes 75% of the time.
 - 4.4 Patients will be informed periodically (every 15 to 20 minutes of additional delay) by clinical staff members of their appointments status once their wait time has exceeded the time of the scheduled appointment.



5.0 References. The MSRDP Chief Operating Officer will develop, publish and maintain forms, instructions, and procedures necessary for the implementation and continuance of this policy.

6.0 Follow-Up and Review. Policy to be reviewed as needed or every three (3) years.

7.0 Responsibility.

Senior Associate Dean and Chief Medical Officer
Vice President, Practice Operations and Chief Administrative Officer
Senior Administrative Official in each Patient Care Department