

## **APPOINTMENT PRIORITIZATION**

**POLICY:** It is the policy of this office to schedule appointments at times convenient to the patient and the practice.

**PURPOSE:** Insure optimum flow of patients.

**PROCEDURE:**

1. Provide office hours that are convenient to patients.
2. Office hours are posted to ensure patients are aware.
3. Physician(s) should inform staff of telephone and/or pager numbers when out of the office and expected time of return.
4. If physician is delayed, patients with scheduled appointments will be informed of the delay and given the option of waiting, returning later in the day or rescheduling their appointment.
5. Emergencies will be given priority over scheduled appointments.
6. Walk-in care will not be provided except in case of emergency.