

Factor 1: Providing same-day appointments

PCC Partner gives practices the ability to store “same day sick blocks” that will allow the practice to reserve time each day for sick appointments. Documentation for how to review and place sick blocks into the schedule can be found here:

<http://bit.ly/1hSjjDA>

The practice would document its process for using these blocks including when the blocks are placed and how many blocks they use each day.

When scheduling, the “day view” screen will show what the sick blocks look like to scheduling staff. Here is an example of a future day in the schedule including many “Same Day Blocks” which in this case are reserved 15 minute time slots to be used for same-day sick appointments. The schedule will show a warning to prevent users from scheduling future appointments in these slots.

Dr. Davidson	
Fri Mar 22, 2013	
8:30a	15
8:45a	15
9:00a	Same Day Block B15
9:15a	Same Day Block B15
9:30a	15
9:45a	15
10:00a	Same Day Block B15
10:15a	Same Day Block B15
10:30a	15
10:45a	15
11:00a	Same Day Block B15
11:15a	Same Day Block B15
11:30a	15
11:45a	15
12:00p	OUT
12:15p	OUT
12:30p	OUT
12:45p	OUT
1:00p	Same Day Block B15
1:15p	Same Day Block B15
1:30p	15
1:45p	15
2:00p	Same Day Block B15
2:15p	Same Day Block B15
2:30p	15

The Partner “Appointment Summarizer” (appts) report can be used to produce a report showing same day sick blocks in the schedule. Here is a screenshot of the report criteria that should be used when generating the report. The user will want to restrict the report to look at only “Block Appointments”:

Appointment Summarizer

Show Me Appointments From to

Report On All:

 Show Details?
 Restrict By Date Entered?

Include Appts For:
 All providers?
 All places of service?
 All Visit Reasons?
 All Users?
 All Pat Flags?

Sort Appointments:

First by:
 then by:
 then by:
 then by:

Totals?

For reporting total sick blocks, select relevant "Sick Blocks" when prompted. For reporting total sick appointments, select relevant "Sick" visit reasons when prompted.

Select "Block Appointments" when reporting total Sick Blocks and "All Appointments" when reporting total sick appointments

The output of this report will show a count of total sick blocks and number of minutes reserved for sick appointments for each day. Here is the sample output of this report:

appts: Block Appointments (03/04/13-03/08/13)		
App Date	Mins	#
03/04/13	600.00	60
03/05/13	600.00	60
03/06/13	500.00	50
03/07/13	500.00	50
03/08/13	480.00	48
2680.00		268

Criteria for this report run.
 DATA INCLUDED IN THIS REPORT:

Providers:
All

Locations:
All

Visit Reasons:
Visit Reasons:
Sick Call Block

Users:
All

Pat Flags:
All

Date Entered:
All

The user can run the same report for all appointments, restricting by visit type to include just sick appointments scheduled to see how many actual sick appointments were scheduled. This report can also be subtotaled by provider and/or location.

Many PCC clients also provide “Open Access Scheduling” for either entire blocks of time, specific clinicians, or portions of the day. During those times, appointments are provided on a walk-in basis and nothing is scheduled. Using the same “appts” report, a practice can easily document and assess the volume of same-day appointment time available to patients.