

## Element 1B: After-hours access

### Factor 1: Providing access to routine and urgent-care appointments outside regular business hours

A report can be generated from within Partner's Smart Report Suite (srs) to show that the practice provides access to appointments outside regular business hours. The report is called "Appointment Stat Report – Day of Week/Reason" and is a standard report available for all PCC clients. The user would restrict the report to show only appointments that happened outside regular business hours. Restrictions could be made based on either day of week or time of appointment. Here is an example of this report output showing appointments happening on Saturday and Sunday, which for a practice may be considered outside regular business hours:

Appointment Stat Report - Day of Week/Reason pcc 03/21/2013 14:41:29

Day of Week: Sunday

Appt Reason	Total Time (in minutes)	Number of Appts
Mrc	20	1
NB D/C Phone F/U	0	1
Newborn check	90	4
Nurse Visit	30	3
Sc	895	62
	1035	71

Day of Week: Saturday

Appt Reason	Total Time (in minutes)	Number of Appts
Depression	30	1
NB D/C Phone F/U	0	4
Newborn check	40	2
Nurse Visit	20	2
Sc	1120	77
~Sc (Sick Call)	10	1
Sick Call Block	0	1
WEIGHT CHECK	40	2
	1260	90
	2295	161

A similar report could be run restricting by just appointment time showing appointments scheduled for times before 8:00am or after 6:00pm which may also be considered outside business hours for the practice.