Factor 1: Providing continuity of medical record information for care and advice when office is closed.

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
                       Total   Number
                     Time (in     of
Appt Reason          minutes)   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
                       Total   Number
                     Time (in     of
Appt Reason          minutes)   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.