

**PHYSICIANS HEALTH PLAN OF MID-MICHIGAN [FAMILYCARE]
QUALITY IMPROVEMENT – SERVICE**

***STANDARDS FOR ACCESSIBILITY OF BEHAVIORAL HEALTH**

<u>Types of Appointment</u>	<u>Waiting Time</u>
Routine Office Visit (established or new patient)	Within 10 days
Urgent Care	Within 48 hours
Non-Life Threatening Emergency Care	Within 6 hours
Emergency Crisis Care	Immediately seen in office or referral to Emergency Room as appropriate
Post Hospital Discharge for Mental Illness	Within 7 days

After Hours Telephone Access

A telephone call is returned by a behavioral health Licensed Independent Practitioner (LIP) within one hour of receiving the patient's call.

In-Office Waiting Time

Waiting time is measured from the beginning scheduled appointment time until the LIP sees the patient. Ideally, the waiting time should be less than 15 minutes, but not more than 30 minutes. If it is impossible for the LIP to see the patient during this time period, clinic staff should offer the patient the opportunity to be seen by another LIP within the group, (if a group practice) reschedule the appointment, or wait until the LIP is available.

Effective Date: ** 2/9/98

Page: 1 of 1

Approved By: Quality Improvement/Care Coordination Committee: 1/30/98, 11/6/98, 2/16/00; 6/26/02
Quality and Compliance Council: 2/9/98, 4/8/99, 12/19/00; 6/12/02

* Standards apply to both psychiatrists and therapists.

** These standards represent a summarization of accessibility standards , which were effective 8/97.