

**Brody School of Medicine at East Carolina University
ECU Physicians Administration Policy and Procedure Manual**

Topic: Distribution of Provider Schedules in Scheduling Application #A5	
Section 1	Section Name: Administrative and Clinical Operations
Approval Date: 08/01/02 Revised: March 26, 2009	ECU Physicians Board of Directors Approval: Paul Cunningham, MD, Dean

I. Purpose:

This policy establishes standards for provider schedule distribution to ensure access for patients who seek healthcare at ECU Physicians.

II. Policy:

In order to improve access for patients who seek health care at ECU Physicians', provider schedules will be entered into the scheduling system no less than six months in advance. Whenever possible, provider schedules will be entered into the scheduling system twelve months in advance. Policy compliance must be maintained at or above 90%.

III. Procedure:

- A. All provider schedules will be submitted no less than six months in advance to Patient Access Services.
- B. A monthly status report will be sent to all department clinical administrators for providers in that department. The report will request that any delinquent provider schedules be submitted within five business days for entering into the scheduling system. This reminder will also request that any updates to existing schedules be reported at this time.
- C. The department clinical administrator, or designee, will respond within five business days in writing to the Patient Access Services scheduling manager regarding the status of any delinquent provider schedules.
- D. Patient Access Services will load schedules into the scheduling application within 5 business days of receipt.

IV. Feedback:

Recommending Body	Signature	Date:
BSOM Executive Committee	n/a	
ECU Physicians Board of Directors	(original document signed)	March 26, 2009
Effective Date: April 1, 2009	Contact Person/Reference Source: Medical Director, ECU Physicians	Extension: 744-7400
Revision/Review Date:	Revision/Review Person/ Source:	Page 1 of 4

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Schedules that are delinquent more than one month during the fiscal year will be reported to the Clinic Medical Director or designee, Nurse Manager, Patient Access Services Manager, Department Chair, and department clinical administrator. Schedules that are delinquent more than two months during the fiscal year will also be reported to the Department Chair and Medical Director of ECU Physicians.

Recommending Body	Signature	Date:
BSOM Executive Committee	n/a	
ECU Physicians Board of Directors	(original document signed)	March 26, 2009
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Monthly Reminder

TO:

Please be advised that all clinic schedules are due for _____. According to the *Provider Schedule Distribution Policy*, schedules are to be distributed six months in advance. Non-compliance of this policy will be reported to the Clinic Medical Director or designee. Provider schedules that are non-compliant more than 2 months during a fiscal year will be reported to the Department Chair and ECU Physicians' Medical Director.

If there are modifications to an existing schedule please complete the Change in *Provider Clinic Schedule* form and fax to 4-3023 attention: Angie Taylor-Thomas or Rose Mizelle. Your immediate response enhances the quality care of our patients.

Thank You!

Rose Mizelle
744-2462

Angie Taylor-Thomas
744-3147

Fax
744-3023

Recommending Body	Signature	Date:
BSOM Executive Committee	n/a	
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QUALITY MATTERS!

To:

From: Nicholas Benson, MD, MBA
Acting Medical Director, ECU Physicians

Subject: Distribution of Provider Schedules

Date:

Thank you for your continued efforts to hold quality access as your number one priority. Attached is the ECU Physicians report showing compliance with timely schedule distribution.

Please review this report. If you have a section that is delinquent in our commitment to provide patients an ability to make an appointment six months in advance, please investigate the circumstances and find the right way to resolve them.

We appreciate your attention to this important quality and patient access matter.

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