	BLACK HAWK HEALTH CENTER SAME DAY ACCESS POLICY AND PROCEDURES	Resolution:	SF-18-88
		Effective Date:	03/14/2018
		Origination Date:	03/31/2008
		Supersedes:	SF-08-165
		Revised:	02/14/2018

PURPOSE:


The purpose of the Same Day Access Policy is to offer established patients same day access to care in the event of an acute illness or injury.

POLICY:

The Sac and Fox Nation Tribal Health System will emphasize the use of advanced appointments as the primary means of scheduling patient visits however, the need for same day access in the event of an acute illness or injury is vital to providing exemplary patient care.

PROCEDURE:

1. The Black Hawk Health Center will set aside access times each day for the purpose of same day care.
2. Same Day Access times will be staggered through the daily schedule between the hours of 8:00 am and 3:00 pm, Monday through Friday.
3. Wednesdays are primarily designated for Diabetic Patients however, there will be limited Same Day Access on Wednesdays.
4. The Black Hawk Health Center will be closed 12:00 pm to 4:30 pm on the 3rd Thursday of each month for staff meetings and training.
5. Patients should only use Same Day Access for acute illness or injury.
6. Patients in need of acute care should contact the Appointment Desk for an available Same Day Access time.
7. For Call-In Same Day Access: the Appointment Clerk will give the patient available options for same day care. *This practice will limit the potential for excessive wait times to see a provider.*
8. For Walk-In Same Day Access: the Appointment Clerk will give the patient available options for same day care. *This practice could have potential for excessive wait times to see a provider.*

	BLACK HAWK HEALTH CENTER SAME DAY ACCESS POLICY AND PROCEDURES	Resolution:	SF-18-88
		Effective Date:	03/14/2018
		Origination Date:	03/31/2008
		Supersedes:	SF-08-165
		Revised:	02/14/2018

9. If a patient calls or walks in and needs to be seen for anything other than an acute illness or injury, the Appointment Clerk will schedule the patient for the next available regularly scheduled appointment.

10. In the event same day care is needed, and access is not available, the Appointment Clerk will notify the Director of Nursing, Nurse Case Manager, or his/her designee so the patient can be triaged.

11. Every effort will be made for the patient to be seen by their primary care provider for continuity of care.

DEFINITIONS:

Acute Care - an illness or injury requiring immediate medical attention. For example: nausea/vomiting, sudden onset of illness, fevers greater than 101, minor cuts that may require stitches or tetanus shot, bone or joint injuries, severe abdominal pain, etc.

Emergency Care – is necessary when the patient’s situation may be life or limb threatening. For example: signs/symptoms of a heart attack, stroke, uncontrolled bleeding, amputations, etc. If Emergency Care is necessary, the patient should present to the nearest emergency room.

Established Patient – is a patient who has an active medical record and has received services at the Black Hawk Health Center in the last five (5) years.

Same Day Access – is access to care for established patients in the event of an acute illness or injury.

Services Excluded – the following services are not provided as Same Day Access and will require the patient to make an appointment: referrals, routine labs and/or X-rays, routine diabetic appointments, routine medications/refills, pain management, immunizations, physical exams and forms for the provider to fill out.

Triage – the process in which medical staff will determine the appropriate level of care.