



## Resource Guide

Subject:	Clinic Office Hours Sign for Patients
Facility Site Review Source:	
Relevant Law/Standard:	Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review
Agency//Organization Source:	
Agency/Organization URL	

**Background:**

Current clinic office hours are posted within the office or readily available upon request. Current site-specific resource information is available to site personnel about physician office hour schedule(s), local and/or Plan-specific systems for after-hours urgent care, emergent physician coverage available 24 hours a day, 7 days per week, and system for providing follow-up care.

**Purpose:**

To provide members with a method to contact after-hours care or emergency services when providers are not available on site or if the clinic is closed.

**Template:**

See following page of template of Clinic Office Hours Posting

The material in this document is a knowledge-sharing tool provided by the FSR team to enhance compliance with Facility Site Review requirements. All content is for informational purposes and may be used and/or modified according to site-specific practices. Ensure appropriate review and approval by site management prior to adoption.

# OFFICE HOURS

**CLINIC NAME OR PROVIDER NAME(S):**

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**ADDRESS:**

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**HOURS OF OPERATIONS**

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(DAY – DAY: TIME – TIME)

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(DAY – DAY: TIME – TIME)

**OFFICE PHONE NUMBER**

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**AFTER HOURS CARE**

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**FOR EMERGENCIES**

**911**