



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 20-004, Facility Site Reviews.
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):

ADDRESS:

HOURS OF OPERATIONS

(DAY – DAY: TIME – TIME)

(DAY – DAY: TIME – TIME)

OFFICE PHONE NUMBER

AFTER HOURS CARE

FOR EMERGENCIES

911