



Resource Guide

Subject:	Physician coverage is available 24 hours a day, 7 days a week
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 or any superseding APL
Agency//Organization Source:	
Agency/Organization URL	

Background

Current clinic office hours are posted within the office or readily available upon request. Site-specific information about physician office hour schedule(s), as well as after-hours, on-call, and back-up physician coverage is available for personnel and members 24 hours a day, 7 days a week (plan-specific). Staff is also aware of the office system for providing follow up care.

- Arrangement/schedule for after-hours, on-call, supervisory back-up physician coverage is available to site staff and members after-hours.
- Contact information for off-site physician(s) is available at all times during office hours.
- Routine, urgent, and after-hours emergency care instructions/telephone information is made available to patients.

Resources

1. Sample Clinic Office Hours Sign
2. On-Call Provider Schedule and Contact Numbers Template

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

On-Call Provider Schedule and Contact Numbers

MM/YYYY - ____ / ____				
Day	Scheduled MD On-Call	Contact Number	Alternate MD On-Call	Alternate Contact Number
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
After Hours				
Day	Scheduled MD On-Call	Contact Number	Alternate MD On-Call	Alternate Contact Number
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
After Hours				
Day	Scheduled MD On-Call	Contact Number	Alternate MD On-Call	Alternate Contact Number
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
After Hours				
Day	Scheduled MD On-Call	Contact Number	Alternate MD On-Call	Alternate Contact Number
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
After Hours				