

Policies and Procedures

Function: **Leadership**

Practice:

Subject: Primary Care Provider Selection PCMH

Date Issued:

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POLICY

Primary Care Provider Selection

To ensure proper selection of Primary Care Provider for patients of (Name of clinic)

PROCEDURE

Primary Care Provider Selection

All patients' of (Name of Clinic) are assigned to the sole practitioner (Name of Physician). On the patient's first visit, the front office secretary or front office assistant will provide all new patients with information regarding (Name of Physician) and the clinical care team at (Name of Clinic). Front desk staff will inform new and existing patients that additional information on provider and clinicians can also be found on (Name of clinic) website at (Website address).

Reviewed:					
Revised:					
Accepted:					

Policies and Procedures

Function: Provision of Care, Treatment and Services	Scope: Name of Practice
Subject: PCP Selection Policy	Date Issued: Page: 1 of 1

Policy

To provide patients with a method of selecting a provider for their health care management and treatment.

Procedure

Primary Care Provider Selection

New patients are allowed to select a primary care provider from all available clinic providers. The patients are provided with a complete list of clinic providers along with a copy of clinic hours each provider is available. The patient then selects a primary care provider, the patients choice is then documented in their chart. Every attempt will be made to schedule routine and follow up visits with this PCP. Urgent or same day appointments on days that the PCP is not available can be scheduled with the provider on call or in a clinic at that time.

Patients that are pre-assigned to a PCP by Medicaid or other insurance company will be allowed to schedule with that PCP or allowed to change as provided for by their insurance provider.

Requests and Referrals

Patients requesting a second opinion will be scheduled with a second clinic provider of their choice for a second opinion.

Patients requiring a referral to a specialist will be allowed to choose from and area-wide list of available specialist.

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