

CLINIC POLICY MANUAL



SUBJECT/TITLE: Client Access
APPLICABILITY: All HealthPOiNT clinics
PURPOSE: To ensure access in a timely and nondiscriminatory manner

DEFINITIONS:

POLICY:

1. All patients will be offered an appointment with their primary care provider in a timely manner regardless of patient's condition or status.
 - a. All requests for **Family Planning** appointments should be scheduled within 30 days of initial telephone contact.
 - b. All requests for **Family Planning** appointments for adolescents age 17 and younger *should* be scheduled within two (2) weeks of the request of services.
2. The Agency must maintain compliance with all applicable civil rights laws and regulations, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973 to ensure that services are accessible to persons with Limited English Proficiency (LEP) and speech or sensory impairments.
3. Community Health Center funds are managed to ensure clients continue to receive services throughout the budget year.
4. Clients are informed of the Texas Women's Health Program (TWHP) and encouraged to bring the required documentation to the registration appointment so that their eligibility for this program can be evaluated when registration appointments are made for female clients.

RELATED POLICIES:

Limited English Proficiency (LEP)
New Employee Orientation
Staff Development and Assessment
Patient Registration
After Hours Call Coverage
Triage
Provider Panels

RESOURCES:

Texas Association of Community Health Centers

Original Policy Date: June 2011

Revised: 02/13/13

Approved:

Brazos Valley Community Action Agency, Inc

REQUIRED BY:

Texas Department of State Health Services
National Committee for Quality Assurance (NCQA) PCMH Standard 1, Element A.1

ATTACHMENTS/ENCLOSURE:

NONE

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