On-Time Start Policy  
Effective Date: 08/01/2012

I. Purpose
To promote efficient clinic flow while ensuring patient satisfaction.

II. Definitions
Huddle – Brief pre-clinic meeting with MA(s) and nurse(s) to review provider preferences, patient needs, and clinic flow concerns.

Scheduled visit time – The time shown on the EPIC/Help 2 schedule. Specifically, a scheduled visit time is the time by which the patient is expected to have arrived at the front desk. Check in and rooming of the patient should be completed within 15 minutes of the scheduled visit time. Templates will be adjusted as requested to accommodate a 15-minute allowance to check in and room patients.

Visit start time – The expected start time of the face-to-face visit with the provider. The patient and family should be in the exam room and ready to see the provider. The visit start time is defined as 15 minutes after the scheduled visit time (the time that appears on the EPIC schedule), e.g., if the EPIC template start time is 7:45, the visit start time is 8:00.

Provider start time – The provider should arrive 10 minutes prior to the first visit start time to allow for any preparation activities and to huddle with the clinic staff.

III. Policy
1) MAs and front desk staff will ensure that clinic set-up activities are completed prior to the predicted arrival of the first patient. These individuals will facilitate the check-in and rooming of patients by the visit start time.

2) Providers are encouraged to arrive in the outpatient clinic area (workroom) at least 10 minutes prior to the visit start time of the first scheduled patient to facilitate the daily huddle with clinic staff.

3) Providers should be ready to see the patient at the visit start time.

4) The division chief or manager will be notified of any trends.

IV. Exceptions
It may not always be possible for providers coming from inpatient rounds to arrive 10 minutes prior to the first visit start time.