

Partnership Standards for Timely Access to Care

Below are the Partnership Standards for Appointments:

| Request by Patient | Standard |
|--|------------------------------------|
| Urgent appointment | 48 hours |
| Routine Primary Care | 10 business days |
| Referral visit | 15 business days |
| Non-physician visit (other healthcare providers) | 10 business days |
| Telephone triage with a health professional | Call back not to exceed 30 minutes |

Partnership Access Standards are located on the Partnership website in the Provider Manual.