

# Quick Reference Guide- Appointment Availability Standards

## Primary Care

### EMERGENCY



Same day of request or within 24 hours of call or notification

### URGENT



Within 2 days of request

### ROUTINE



Within 21 days of request

## Specialty Care

### EMERGENCY



Within 24 hours of referral

### URGENT



Within 3 days of referral

### ROUTINE



Within 45 days of referral

## Dental Care

### EMERGENCY



Within 24 hours of referral

### URGENT



Within 3 days of referral

### ROUTINE



Within 45 days of referral

## Maternity Care

### FIRST TRIMESTER



Within 14 days of request

### SECOND TRIMESTER



Within 7 days of request

### THIRD TRIMESTER



Within 3 days of request

### HIGH RISK PREGNANCIES



Within 3 days of identification of High Risk



## Wait Time

Should not be more than 45 minutes from appointment time (except if provider is unavailable due to an emergency).

Health Plan Contact Information: \_\_\_\_\_

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