DON’T FAIL! AVOID THESE MISTAKES

The New York State Department of Health (NYSDOH) has a set of standards that health care professionals must follow to ensure their patients get access to care as soon as possible. The NYSDOH calls doctors’ offices as part of a random audit to find out if they are following the standards. We want you to be prepared. Use the lists below to learn more about how to avoid mistakes that can lead to failing the audit.

Routine and Non-Urgent “Sick” Appointments

If someone tries to reach your office to schedule a routine or non-urgent “sick” visit, the following reasons would cause an audit failure:

• No answer
• On hold for >10 minutes
• Answering machine/voicemail
• Answering service
• Wrong telephone number
• Telephone number is not in service
• Constant busy signal

If a “live voice” is reached but an appointment cannot be made for any of the following reasons, it will be counted as a failure:

• Staff inaccurately states that the health care professional is:
  – Not accepting new patients
  – Not a plan participant
  – Restricted to specialty care or changed specialty
• Staff not scheduling appointments at this time
• Staff requires previous medical records before appointment can be made
• Health care professional requires a referral
• Health care professional not at site and no alternative provider available
• Health care professional will not see patient because the pregnancy is too far along
• Health care professional must see Social Worker/Case Manager before a medical appointment can be made
• Caller told they must complete a health questionnaire/registration form before medical appointment can be made
• Caller instructed caller to go to Emergency Room

(Continued)
DON’T FAIL! AVOID THESE MISTAKES

After Hours Access
If a “live voice” cannot be reached during an after-hours call, the following reasons will be counted as failures:

• No answer
• No answer at the after-hours number
• Wrong telephone number
• Telephone number is not in service
• Constant busy signal
• Answering machine/voicemail with no instruction on how to access non-emergency after-hours care
  (Messages that instruct patients to go directly to the hospital are counted as failures.)
• Answering machine/voicemail with instruction to leave message for provider but the call-back time was unspecified

If a “live voice” is reached, the following reasons will be counted as failures:

• Health care professional does not participate with caller’s health plan
• Health care professional no longer at site
• Health care professional is not covered by answering service
• On hold for >10 minutes
• Caller told to call next day for appointment
• Hospital/facility staff could not identify health care professional