
PROVIDER BULLETIN

After Hours Compliance-What you Need to Know

There are 3 separate elements evaluated during the after-hours survey:

- Access (Emergency Instructions)- **After Hours recording or answering service must state emergency instructions to address medical emergencies**
- Access (Way to contact clinician) - **After Hours recording or answering service must state a way of contacting the provider**
- Timeliness - **Recording or live person must state that provider will call back within 30 minutes**

Note: Providers must be compliant in all three of the above measures to be considered compliant with the After Hours standards

Helpful Tips for Ensuring Compliance

- Include “You may expect a call back within 30 minutes” on the answering machine message.
- Educate your third-party answering service vendor to inform the member he or she can expect a call back within 30 minutes.
- Conduct an audit of your third-party answering service vendor to ensure that required components are addressed.

Please see the attached sheet for examples of approved voicemail messaging.

For additional information, please contact Liza Johnson at 818-265-0800, x232.



Examples of Compliant After-Hours Messaging

The following practitioner recorded messaging samples are considered by L.A. Care as acceptable to meet the After Hours Accessibility measures for recorded practitioner messaging.

Example 1:

Hello, you have reached <insert practitioner's name> office. If this is a medical emergency, please hang up and dial 911 or go to your nearest emergency room. I'm not available to take your call right now, but if you have an urgent need to speak with me before the office opens, please leave your name and phone number and I will return your call within 30 minutes.

Example 2:

Hello, you have reached <insert practitioner's name> office. If this is a medical emergency, please hang up and dial 911 or go to your nearest emergency room. You have reached Dr. <insert name>'s office after hours. Our regular business hours are <insert hours>. If you have an urgent need to speak with Dr. <insert name> or the on-call physician, please leave your name and a phone number where you can be reached and the doctor will return your call within 30 minutes.

Example 3:

Hello, you have reached <insert practitioner's name> office. If this is a medical emergency, please hang up and dial 911 or go to your nearest emergency room. You have reached Dr. <insert name>'s office after hours. Our regular business hours are <insert hours>. If you have an urgent need to speak with Dr. <insert name> or the on-call physician, please press <insert prompt> and you will be connected to the doctor's exchange service.