APPENDIX 2

Increase Hennepin County Health Care for the Homeless Clinic Visits and Encounters at the People Serving People Shelter
Policy Statement:
All Hennepin County HealthCare for the Homeless clinics serve patients on a walk-in, first-come-first-serve basis for all preventative and acute care needs. Appointments in the future may be scheduled if it meets the needs of the patient and/or is needed as a follow-up from an initial exam.

Scope:
All HealthCare for the Homeless Staff

Procedure:

1. Patients will be seen on a walk-in, first-come-first-serve basis for both acute and preventive health needs on the start of each clinic day.
2. At the front desk, patients will be asked for the general reason for their visits (e.g. cold, well child check, infection, etc.).
3. Front desk staff will assist the patient to disclose at the front desk only enough information needed to predict the length of time needed for the visit and if the patient’s visit can be accomplished today.
4. All effort will be taken to maintain patient privacy and confidentiality at the front desk.
5. It is the responsibility of front desk staff to manage the needs of the patients and the provider’s available time for that clinic day.
6. Guidelines for planning clinic visits are as follows:
   a. Acute/Sick Visit = 20 minutes
   b. Well Child Check = 40 minutes
   c. Well Woman Check = 40 minutes
   d. Follow-Up = 20 minutes
   e. PHN Orientation = ??? (Question needs answer at next mtg)
7. It is the responsibility of the provider to communicate to the front desk staff if it is expected that a visit will take longer than originally planned.
8. Front desk staff and provider staff will communicate throughout the day regarding the predicted flow of visits for that day.
9. If site space and configuration allows, patients will be taken to a private location for registration and scheduling. When at all possible, every effort will be taken to maintain patient privacy and confidentiality at the front desk.
10. Patient appointment time is put in EPIC at the time expected to been seen by the provider.
11. If a patient is seeking clinic services and the provider’s time is fully scheduled for that day, front desk staff will consult with provider. Providers will decide the appropriate plan for patient.

12. If deemed appropriate by provider that patient can wait to be seen, front desk staff will assist the patient in choosing a time to return for the visit on another day or offer to assist the patient in finding another HCH site that may be able to see the patient that day.

13. If patient chooses to go to another HCH site, front desk staff referring a patient to another clinic site will call the site to confirm availability of appointment time before scheduling.

14. If the patient chooses to come back in the future, the patient will be given the option of coming back the next day on a first-come-first serve basis or scheduling a given time.

15. If the patient chooses to schedule an exact time to come in, the patient will be scheduled an appointment in EPIC.

16. Registration can occur at the time of scheduling if time allows or at time of appointment.

17. Follow-up appointments from initial exams will be scheduled into EPIC.

18. All scheduled appointments will be marked as “no-show” after 10 minutes late. A walk-in appointment can then be put into the “no show” time slot.

19. Staff will attempt to contact the patient who failed the follow-up appointment. All efforts will be made to get the patient back into clinic.
# Healthcare for the Homeless People Serving People Visits

**August – November 2010**

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