

After Hours Access

After Hours Access includes the following measures:

1. **Access** - After Hours recording or answering service must state emergency instructions to address medical emergencies (e.g. "If this is an emergency, please dial 911 or go to your nearest emergency room.")
2. **Access** - After Hours recording or answering service must state a way of contacting the provider (e.g. connect directly to the provider, leave a message and the provider will call back, page provider, etc.)
3. **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 L.A. Care's After Hours standards

4. **Combined Access & Timeliness** – Compliance for both Access and Timeliness standards.