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.

