



PPC-PCMH Standard PPC 1, Access and Communication Commonly Asked Questions

PPC 1, Element B: Access and Communications Results

What are the requirements of Element 1B and how can my practice can show it meets the requirements of this Element?

- Element B refers back to PPC1 Element A. In Element A, your practice has written standards for access and communication. In Element B, your practice provides information about how it meets the written standards you presented in Element A. For example, if your practice has a policy for calling patients back within 3 hours for Element A, Factor #7, then you would provide documentation of telephone calls showing when the calls were received and subsequently returned for Element B.
- Your practice should show that it monitors against its standards and meets its standards.
- Documentation may vary depending on the Factor, and may include:
 - evidence of same-day appointments, next available appointments, or timed appointment logs.
 - excerpts of tracking reports (paper or screen shots), which record the appointments with personal clinicians, average wait times for appointments, average time for returning telephone calls and e-mails
 - satisfaction survey results that clearly measure the required factors.

What is a spot check?

A “spot check” is a short and focused way of showing how your practice monitors performance to meet the requirements of 1B. A spot check requires a minimum of one week of data to determine how well your practice is meeting its standards. For example, spot checks include data showing monitoring of appointment wait times, telephone response times or e-mail response times.

If my practice uses an external company for 24-hour phone service for translation, would an invoice from the company be sufficient documentation for Element B, Factor#5?

Yes, an invoice would meet the requirements of this factor.