

Behavioral Health Scheduling Template and Guidelines

Created 4/21/2016; revised 6/17/2016

Behavioral Health Schedule Guidelines:

All Behavioral Health appointment will be 20 minute appointments.

There are 2 appointment types that are utilized:

- **Behavioral Health Appointments (pink):** Follow-up appointments for “**Behavioral Health Only**”
 - 8:00 am/9:00 am/10:00 am/11:00 am/1:00 pm/2:00 pm/3:00 pm. There should be between 2 and 4 pink slots per day depending on clinic demands. Keep more green slots for greater demand to maintain open access for BHCs.
 - For late nights 5:00 pm/6:00 pm/7:00 pm
- **Open Access Appointments (green):** Same day/ Same time aka “**warm handoffs**” between Medical and Behavioral health. These can also be used for same day/same time follow-up appointments. BHCs will put patients into the schedule as they see them that day

Scheduling

- Schedulers are **only** allowed to schedule in the **pink slots** marked “**Behavioral Health**”
- If the medical provider wants Behavioral Health to follow-up on the **same day** as them, **schedule the patient only on the medical provider’s schedule**. Just double check to **be sure** that one of the **behavioral health team will be there that day** and we’ll be sure to look out for those patients.
- The patients will be added to the schedule by Behavioral Health and **linked** to the same day medical appointment.

Rooming

- Patients will need to be **roomed** by the medical assistant if they are **only** seeing the **behavioral health provider**.
- Patients seeing both behavioral health and medical will be roomed by the medical assistant as normal for medical visits
- **Vitals are not needed** for patients only seeing **behavioral health (pink slots)**. Behavioral Health will let you know if there is any other information that we need.

TEMPLATE

1	1
Behavioral Health <20>	Behavioral Health <20>
Open Access <20>	Open Access <20>
Open Access <20>	Open Access <20>
Behavioral Health <20>	Behavioral Health <20>
Open Access <20>	Open Access <20>
Open Access <20>	Open Access <20>
Behavioral Health <20>	Behavioral Health <20>
Open Access <20>	Open Access <20>
Open Access <20>	Open Access <20>
Open Access <20>	Open Access <20>

Schedule **ONLY** in **pink slots** for **BH ONLY** appointments

Green is for **same day/same time** for **Medical/BH** on the same day. **DO NOT** schedule in these slots.

Example Day: Start of Clinic vs. **End of Clinic**

1
Test, Robert
Open Access <20>
Open Access <20>
Test, Amanda
Open Access <20>
Open Access <20>
Test, R.J.
Open Access <20>
Open Access <20>
Open Access <20>



1
Behavioral Health <20>
Test, Juan
Test, Carla
Test, Amanda
Open Access <20>
Open Access <20>
Test, R.J.
Test, Moira
Open Access <20>
Test, Jasmine
Open Access <20>

Test, Robert (NO SHOW)