

Quick Reference Guide- Appointment Availability Standards

Primary Care

EMERGENCY



Same day of request or within 24 hours of call or notification

URGENT



Within 2 days of request

ROUTINE



Within 21 days of request

Specialty Care

EMERGENCY



Within 24 hours of referral

URGENT



Within 3 days of referral

ROUTINE



Within 45 days of referral

Dental Care

EMERGENCY



Within 24 hours of referral

URGENT



Within 3 days of referral

ROUTINE



Within 45 days of referral

Maternity Care

FIRST TRIMESTER



Within 14 days of request

SECOND TRIMESTER



Within 7 days of request

THIRD TRIMESTER



Within 3 days of request

HIGH RISK PREGNANCIES



Within 3 days of identification of High Risk



Wait Time

Should not be more than 45 minutes from appointment time (except if provider is unavailable due to an emergency).