

The Hierarchy of Booking

The scheduling of patient appointments is a key opportunity to enhance access to continuity. If a patient can't see their own primary care provider (or most appropriate team member) the day they call for an appointment, the scheduler can utilize the Hierarchy of Booking to make appropriate decisions as to when and how they should schedule the patient appointment.

Following the Hierarchy of Booking can help ensure continuity of care is optimized given the balance of supply and demand and delay in the practice.

The Hierarchy of Booking

Book to a patient's **own primary care provider** (or most appropriate team member) for **today**

Book to a patient's **own primary care provider** (or most appropriate team member) **in the future** if the medical issue can wait

Book for **today** but **not with own primary care provider** (or most appropriate team member)

Patient **seeks care outside of clinic** (patient and provider are consciously aware of need to close the loop)