

# Offer Urgent Care Appointments

Establish a mechanism for offering an urgent care appointment within 24 to 48 hours of a patient calling your clinic.

## Best Practices



**Create an effective intake and phone triage system for urgent issues.** To ensure urgent calls get addressed in an appropriate timeframe, it is important to create a defined intake and phone triage workflow for your clinic.



**Offer urgent care services to your patients.** To prevent unnecessary visits to the emergency room, it is important to have a mechanism in place so that IBD patients with urgent issues can be scheduled to see and/or speak with a provider quickly (within 24 to 48 hours). Most clinics chose to reserve urgent care slots. Although the number of urgent care slots offered varied (depending on preference as well as the number of IBD providers and volume of IBD patients), most clinics chose to reserve at least one urgent care slot in one IBD provider's schedule per week.

For tips and examples on how to implement these interventions, visit: [www.crohnscolitisfoundation.org/urgentcare](http://www.crohnscolitisfoundation.org/urgentcare).