

Same day access and appointment systems

Overview

What does Same day access and appointment systems involve?

Same day appointments are about systematically implementing a schedule that reserves sufficient appointment slots each day to match documented demand with a focus on access for Maori and other priority patients.

The provision of electronic and telephone based assessment and treatment services (clinical triage) aims to release capacity to guarantee that in-person same day appointments are available to those who need them in the practice's enrolled population (as indicated by the assessment and treatment outcome).

Why?

