Top 5 Signs You are Not Maximizing Same Day Access

5. You have no-shows for assessments

By definition, Same Day Access utilizes unscheduled assessments – clients are seen when they show up and staffing schedules are adjusted to make it work. By not scheduling assessments, organizations eliminate no-shows. Those that continue to schedule assessments lose clinician productivity and revenue.

4. Clients wait longer than one day to get an assessment

It is not Same Day Access if they cannot be seen the same day. And if a client has to wait, it doubles the likelihood they will drop out. If you really want to get your clients into care, you must offer Same Day Access.

3. There's a long line out the door

Long lines and client frustration can be eliminated by adjusting Same Day Access staffing to meet actual client demand.

2. Clients are routinely turned away

Staffing needs to match client demand. Making these adjustments reduces the likelihood that you will lose that client.

1. Saying "First-come-first-served"

That phrase creates a gold rush mentality and clients assume they will have to fight to get in. Hearing this, some clients won't even bother to try. If you design Same Day Access correctly, there is enough access for all.

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