

MEASURABLE ELEMENTS:

3.2.1.1

3.2.1.2

3.2.1.3

3.2.1.4

3.2.2

STANDARD INTENT:

MEASURABLE ELEMENTS:

3.2.2.1

3.2.2.2

3.2.2.3

3.2.2.4

3.2.3

STANDARD INTENT:

to obtain care. Information on access to care is provided to patients both on site as well as through agencies and referral sources in the community. The healthcare facility can be contacted by telephone for emergency and non-emergency situations.

MEASURABLE ELEMENTS:

- 3.2.3.1** Patients are given information about the range of services and related fees.
- 3.2.3.2** Information is provided in a way and in a language that is understood by the population served.
- 3.2.3.3** The healthcare facility has a publicly available telephone/emergency number for patients to call the healthcare facility for all purposes, including emergencies.
- 3.2.3.4** Clear directions to the various clinical service areas are in place through signage throughout the healthcare facility.