

## ACCESS TO CARE STANDARDS AND DEFINITIONS

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APPOINTMENT TYPE	ACCESS TO CARE STANDARD	ENHANCED ACCESS TO CARE STANDARD**
<a href="#">ACUTE</a>	24 Hours	24 Hours
<a href="#">ROUTINE</a>	7 Days	3 Days
<a href="#">WELLNESS</a>	28 Days	7 Days
<a href="#">PCM</a>	28 Days	1 Day of WTU Assignment
<a href="#">SPECIALTY</a>	28 Days	7 Days
<a href="#">ESTABLISHED (Follow-up)</a>	Provider Designated	Provider Designated

\* Click on Appointment Type to see definition

\*\* Enhanced Access to Care Standards apply to deploying service members (within 90 days of deployment), Soldiers completing reintegration (RSRP), and Soldiers assigned to the WTU

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**ACUTE APPOINTMENT DEFINITION.** An urgent (acute) care appointment is reserved for non-emergent, urgent care that is typically delivered by an MTF or network Primary Care Manager (PCM). Acute care services for Active Duty and TRICARE Prime enrollees shall be scheduled no greater than 24 hours from the time the need for this appointment is determined. Exception: Beneficiaries may waive the 24-hour access standard. [Top](#)

**ROUTINE APPOINTMENT DEFINITION.** A routine care appointment is designated for patients who require a visit with their PCM for a new healthcare problem that is not considered urgent. Routine care for Active Duty and TRICARE Prime enrollees shall be scheduled within seven calendar days from the time the need for this appointment is determined. Exception: Beneficiaries may waive the 7-Day access standard. [Top](#)

**WELLNESS and PCM APPOINTMENT DEFINITION.** A wellness care appointment is designated for patients who require a visit for a wellness/or preventive health concern or with their PCM for an initial visit. This wellness care for Active Duty and TRICARE Prime enrollees shall be scheduled within 28 calendar days from the time the need for this appointment is determined. Exception: Beneficiaries may waive the 28-Day access standard. [Top](#)

**SPECIALTY APPOINTMENT DEFINITION.** A specialty care appointment (SPEC or SPEC\$) is designated for patients who require an initial consult, referral, or initial self-referral. Specialty care for Active Duty and TRICARE Prime enrollees shall be scheduled within 28 calendar days from the time the need for this appointment is determined. A specialty care appointment also includes procedures (PROC, PROC\$) designated for patients in need of medical procedures. [Top](#)

**ESTABLISHED APPOINTMENT DEFINITION.** An established care appointment (EST or EST\$) is designated for patients who require follow-up care. Established care for Active Duty and TRICARE Prime enrollees shall be scheduled in accordance with the provider designated time frame. [Top](#)