

CAROLINA FAMILY HEALTH CENTERS, INC.

Urgent/Emergent Services Definition

Urgent/Emergent Services are defined as those services required to address an urgent/emergent event.

Medical Services - The determination of Urgent/Emergent Services will be made by a medical/behavioral health provider, and his/her decision regarding care will be final.

As a general rule, Urgent/Emergent Services do not include the following:

- physical examinations
- follow up of stable primary care problems
- screening/prevention
- counseling/education
- dermatology
- family planning or other GYN
- dental services
- issuing new prescriptions

As a general rule, Urgent/Emergent Services will include but are not limited to the following:

- decompensation of a chronic disease
- symptoms of chest pain
- symptoms of dizziness
- symptoms of acute/severe abdominal pain
- symptoms of high fever
- sick child
- dispensing of existing prescriptions
- behavioral health crisis intervention regarding suicidality or threats of harm

Dental Services - The determination of Urgent/Emergent Services will be made by a dental provider, and his/her decision regarding care will be final.

As a general rule, Urgent/Emergent Services do not include the following:

- comprehensive oral examinations
- preventative care (e.g. cleanings, fluoride treatment, sealants)
- basic dental treatment (e.g. restorations)
- major dental treatment (e.g. crowns, bridges, partials, dentures)

As a general rule, Urgent/Emergent Services will include but are not limited to the following:

- limited, problem focused oral examinations
- x-rays of the area in question
- prescriptions for acute dental pain/infection
- incision and drainage of an acute dental infection