

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.

