

The BPHC Newly Funded TA Web Guide Resources for New and Existing Grantees

Developed by:

The U.S. Department of Health and Human Services (HHS)
Health Resources and Services Administration (HRSA)
Bureau of Primary Health Care (BPHC)
Office of Training and Technical Assistance Coordination (OTTAC)

The BPHC Newly Funded TA Web Guide is a self assessment tool designed to help new BPHC grantees provide high-quality primary health care from the day they open their doors for business. The Guide is a central hub for links to HRSA-approved templates, information pages, and policy documents, and many other resources. The intent of the Web Guide is to help Health Center grantees improve their quality and efficiency, work within Health Center Program Requirements, and access Federal policies, programs and resources intended for the specific needs of Health Centers.

This document is a printable version of a portion of the content available on the Web Guide. It was developed by the BPHC Office of Training and Technical Assistance Coordination and is hosted at:
<http://bphc.hrsa.gov/technicalassistance/index.html>

3c. Program Requirement 4: Accessible Hours of Operation/Locations

Requirements:

- Health center provides services at **times** that assure accessibility and meet the needs of the population to be served.
- Health center provides services at **locations** that assure accessibility and meet the needs of the population to be served.

Authority: Section 330(k)(3)(A) of the PHS Act

Where to Look for Answers: 1) Hours of Operation, 2) Most recent [Form 5B](#): Service Sites [Note that the form lists only the TOTAL number of hours per week each site is open, not the specific schedule], 3) Service Area Map with site locations noted.

Links and Additional Resources:

HRSA Health Center [Patient Satisfaction Survey](#).

The MSCG Resource Center [Services Page](#)*.

**Note: All non-Federal documents are for use as aids to consultants and grantees, the contents of such documents are solely the responsibility of the authors and do not necessarily represent the official views of HRSA, and should not be considered official guidance by BPHC. Any “sample” documents must be tailored to the health center’s unique circumstances and needs.*

Table 1: Accessible Hours of Operation and Locations Questions

These questions are intended to help grantees self-assess how well they are meeting the accessibility needs of their target population(s).

#	Question	Answer
1	Are there additional times that the grantee could be open that would increase accessibility for the population to be served?	
2	Are the hours posted in the appropriate languages for the population?	
3	Is the internal/external signage (including exit signs) clear, properly placed, and sufficient in number?	
4	Is the size of the facility adequate to the population to be served?	