

**Office Site Visit and
Medical Record-Keeping Practices:
Standards for PCP, OB-Gyn & BH Offices
2009**

GENERAL APPEARANCE: (5 points)

- Outside of office clean and well kept
- Parking space is adequate
- Office name and suite number clearly visible
- Reception area clean and well kept
- Waiting room seating is adequate

SAFETY: (6 points)

- Smoke alarms in place & operational (OSHA) **ASK HOW OFTEN TESTED & BY WHOM**
- Fire alarms/sprinklers present & operational **ASK HOW OFTEN TESTED & BY WHOM**
- Fire extinguisher(s) clearly identified & checked regularly (OSHA)
- Exit signs easily visible; if lighted, light works (OSHA)
- Passageways unobstructed
- Fire/evacuation plan available in writing with map of facility (OSHA) **ASK IF THERE ARE DRILLS**

ACCESSIBILITY: (5 points)

- Handicapped parking spaces are present (ADA)
- Handicapped accessible entrance to facility and to office suite (ADA)
- Hallways are at least 3 feet wide (ADA)
- Restroom available with door at least 3 feet wide (ADA)
- Restroom available with rails (ADA)

APPOINTMENT AVAILABILITY: (17 points) *Note: "ALL" means PCPs, OB/Gyns & Behavioral Health (BH)*

- ALL: Emergent, life-threatening seen **immediately** (AHI)
- ALL: In urgent situations **walk-ins** are accepted (BCBS)
- BH: Emergent non-life-threatening, e.g., emerging psychotic symptoms, seen within **6 hours** (AHI)
- PCP: Newborn seen **at birth**
- ALL: Urgent care seen within **24 hours** (BCBS; AHI; TDI)
- ALL: Acutely symptomatic illness seen within **48 hours** (GPG)
- ALL: Symptomatic non-urgent seen within **5 days** (BCBS)
- PCP: Newborn seen at birth and within **2 weeks** of birth (AHI)
- OB/Gyn: New OB seen within **2 weeks** (BCBS)
- BH: Routine care seen within **2 weeks** (TDI); within 10 business days (AHI)
- PCP & OB/Gyn: Routine care seen within **3 weeks** (AHI)
- ALL: Initial, preventive care and annual physical seen within **30 days** (BCBS)
- ALL: Preventive care is available to a child within **2 months**, an adult within **3 months** (AHI; TDI)
- After hours coverage: The physician or a covering physician is available 24/7 (TDI)
- In-office wait time is 30 minutes or less **ASK HOW THEY MEASURE THIS**
- Office hours = at least 20 hours per week (AHI)
- Office hours are posted or otherwise made known to patients
- Missed appointments are documented in the patient's chart
- IF any non-physicians to assess the health needs of patients, documentation of the non-physicians' duties must be readily available AND those duties must be in accordance with statutory requirements for licensure, delegation, collaboration, and supervision as appropriate. (TDI)

EMERGENCY PREPAREDNESS: (7 points)

- Written instructions exist for medical emergencies AND staff are familiar with them
- Phone triage is done by trained personnel in accordance with written policies and procedures
- At least one CPR trained staff member is present at all times when patients are in the office
- IF cardiac stress tests are performed in this office must have crash cart with equipment for airway support and emergency medications (expiration dates monitored/logged)
- IF a crash cart or emergency medication kit is present, there is documentation that expiration dates of all medications and sterilized items are checked regularly
- IF a defibrillator is present, there is documentation that staff have been trained re: use of it
- IF a defibrillator or other emergency equipment is present, each item is tested regularly

PATIENT CARE AREAS: (7 points)

- Number of exam rooms is adequate and general appearance is clean and tidy
- Exam rooms are designed to assure the patient's privacy AND are large enough to accommodate the physician, the patient, and an additional person
- Each exam room contains a sink or hand cleanser dispenser; gloves; and an exam table with disposable covering
- Restroom available for patient use

RADIOLOGY EQUIPMENT/PROCEDURES (7 points) -- *If no x-rays are done in this office, mark N/A*

- Equipment is licensed by Bureau of Radiation Control **NEED A COPY**
- Personnel who operate the equipment are licensed or trained to perform x-rays
- General appearance is clean and tidy
- Warning signs are posted re: pregnant women
- X-ray badges are worn by personnel and exposure rates are logged
- Protective aprons are utilized
- X-rays are interpreted by a physician

LABORATORY EQUIPMENT/PROCEDURES: (6 points) -- *If no lab tests are done in office, mark N/A*

- CLIA certificate or waiver number or application for same **NEED A COPY**
- Lab area clean, organized and separate from reception area/exam rooms
- Documentation is readily available re: **ASK TO SEE A SAMPLE OF EACH**
 - How to use each piece of equipment (e.g., operator's manual)
 - Calibration being done regularly
 - Reagents: Which are approved and how to store them; expiration dates checked regularly

MEDICATIONS: (10 points) **ASK FOR DETAILS ABOUT EACH ITEM IN THIS SECTION**

- Medications are accessible only to appropriate personnel (includes samples, prescription meds & OTCs)
- System exists for checking expiration dates of ALL meds regularly (samples, refig, crash cart)
- Controlled substances are stored in accordance with state laws, i.e., locked & logged
- Expired medications are disposed of in accordance with local/state hazardous waste laws
- Refrigerated medications are stored separately from food items
- Thermometer is in refrigerator/freezer to assure temperature is 36 to 46 F, freezer -68 to 32 F AND documentation is available that the temperature is checked at least once a week (OSHA)
- Prescription pads, needles and syringes are accessible only to appropriate personnel e.g., if in exam rooms, should be in locked cabinets
- Multi-dose vials are dated when opened
- Pre-drawn injections properly labeled
- Written Policies and Procedures for the handling of narcotics—ASK TO SEE DOCUMENTS

INFECTION CONTROL: (7 points) **ASK FOR DETAILS ABOUT EACH ITEM IN THIS SECTION**

- Hazardous waste is disposed of in accordance with local/state/federal laws
- Body fluids are handled in accordance with OSHA regulations e.g., use gloves, dispose of in biohazard bags
- Disposal of needles/syringes is done in accordance with OSHA regulations, e.g., in a dedicated sharps container
- Written instructions exist re: what to do if someone is stuck with a used needle or other sharp item AND staff know where to find them
- Instruments are disinfected with appropriate solutions
- Sterile supplies are stored in a clean, dry place separate from dirty items
- Reporting public health concerns: Documentation is available re: which diseases/conditions must be reported AND responsibility for reporting is specifically assigned

PATIENT EDUCATION/PATIENTS RIGHTS: (5 points) **ASK FOR DETAILS OR ASK TO SEE THE ITEM**

- Non-English-speaking patients are accommodated appropriately (TMA)
- Vision-impaired and hearing impaired patients are accommodated appropriately (TMA)
- Educational programs are available, e.g., booklets, pamphlets, videos
- Treatment of minors: Documentation exists re: permission needed to treat a minor AND staff know where to find it
- Complaints Notices (two different ones) are prominently displayed in English & Spanish (TDI & TMB)

MEDICAL RECORDKEEPING PRACTICES: (18 points)

- Medical records are protected from public access (NCQA, HIPAA)
- Release of information is done in accordance with written policies/procedures
- Patient confidentiality: Each employee has signed a confidentiality statement (NCQA, HIPAA)
- Patient confidentiality: Each patient is given a Notice of Privacy Practices (HIPAA)
- Medical records are available during office hours (NCQA)
- Each patient has an individual medical record
 - Pages of the medical record are secured
 - Allergies and adverse reactions are prominently displayed
 - Personal biographical data is present in each medical record e.g., sex, date of birth, home address, work and home telephone numbers
 - Each page of the medical record is labeled with the patient's name
 - Each entry in the medical record includes author identification and date
 - Each entry is legible to someone other than the author
 - Each medical record includes a problem list
 - Each medical record includes a list of current medications
 - Each medical record includes lab results & x-ray results
- Follow-up of ordered diagnostic tests and/or consults is performed regularly AND responsibility for it is specifically assigned; in other words, there is a system in place to assure the follow-up is done
- All medical records in an office are organized similarly; in other words, there is a standard format for medical records in the office