

Health Partners Office Practice Standards

Office site review standards are based on nationally accepted office practice standards to ensure patient safety, accessibility and privacy. Below is a quick reference guide of Health Partners standards which are consistent with the Pennsylvania Medical Society's Guidelines for Site Visit Protocols.

Standards	Mandatory Requirements	Recommended Standards
<i>Infection Control</i>	<ol style="list-style-type: none"> 1. Infectious material is separated from other trash and appropriately disposed 2. Medical instruments used on patients are disposable or properly disinfected and/or sterilized after each use 3. Needles and sharps are disposed of directly into rigid, unpierceable, sealed container(s) that are properly labeled 	<ol style="list-style-type: none"> 1. Standard precautions are reviewed with staff and documented annually 2. The practice site has an OSHA manual 3. Hand washing facilities are available in each exam room
<i>Medication Management</i>	<ol style="list-style-type: none"> 1. Pharmaceuticals, including samples and needles/syringes, are stored in a secure location away from patient access 2. Controlled substances are in located space with access restricted to authorized individuals 3. A dispensing log is maintained for controlled substances 4. Expiration dates of all medications, including vaccines and samples, are checked on a regular basis 5. Prescription pads are controlled and kept secure from unauthorized use 	<ol style="list-style-type: none"> 1. Expired items are disposed of appropriately 2. There is a separate refrigerated area for medications 3. Refrigerator temperatures are logged daily
<i>Fire Safety</i>	<ol style="list-style-type: none"> 1. Fire extinguisher(s) is appropriately located, clearly identified and properly maintained 2. Exits are clearly marked and are unobstructed 	<ol style="list-style-type: none"> 1. There are functioning smoke detectors and/or building alarms

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<i>Emergency Procedures</i>	<ol style="list-style-type: none"> 1. Staff members who are licensed or administer patient care are CPR trained and are available during patient hours 2. Emergency equipment and supplies are present and appropriately maintained <p>A. All sites</p> <ol style="list-style-type: none"> i) Ambu-Bag and/or resuscitation mouthpieces ii) Adult and/or pediatric oral airways iii) Injectable epinephrine iv) Injectable, short acting steroids v) Injectable antihistamines <p>B. Sites with Stress Testing (additional supplies)</p> <ol style="list-style-type: none"> i) Calibrated defibrillator ii) “Banyon” kit or iii) Nitroglycerin iv) IV Furosemide (Lasix) v) 50% Glucose vi) Sodium bicarbonate vii) Lidocaine viii) Atropine ix) Epinephrine x) IV set-up xi) Oxygen equipment 	<ol style="list-style-type: none"> 1. There are written or verbal emergency procedures 2. There is periodic training for staff in emergency procedures 3. Practice has oxygen available and personnel trained to administer it
<i>On site laboratory</i>	<ol style="list-style-type: none"> 1. Office has appropriate CLIA certification or waiver 	
<i>Office Layout and Design</i>	<ol style="list-style-type: none"> 1. The physical layout safeguards confidentiality of patient information 2. Patient treatment rooms are designed to safeguard patient privacy 3. There is one exam room per practitioner seeing patients at any give time 	<ol style="list-style-type: none"> 1. There is adequate seating in the reception area 2. Patient education materials are available 3. The practice site is clean well maintained, uncluttered, well lit and free of danger areas

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<i>Physical Accessibility</i>	<p>The office meets the minimum standards of accessibility for those individuals with physical disabilities</p> <ul style="list-style-type: none"> • OR there are reasonable alternatives to accommodate those members with disabilities. Accommodations include: home visits, access at other sites, additional bathroom facilities, portable bathroom facilities, other as approved by the Credentialing Committee • OR the office has proof and ADA Title III exemption (US Dept. of Justice 1-800-514-0301) 	
<i>Patient Access to Appointments and Medical Advice</i>	<ol style="list-style-type: none"> 1. There is 24 hour coverage of the practice by comparably qualified physicians 2. There is a defined system for medical record keeping 3. There is a recall system for missed appointments to include documentation in the medical record of 3 outreaches, 2 of which must be written notice. 4. There is a preventive health recall system to ensure member timely follow-up for preventive screenings. 	<ol style="list-style-type: none"> 1. The practice has standard procedures regarding scheduling appointments (See “Access Standards” in Health Partners’ Provider Manual) 2. The practice has standard for a maximum patient load per hour, per provider: (6) 3. There are written and/or verbal guidelines for telephone answering
<i>Written Key Policies and Procedures</i>	<ol style="list-style-type: none"> 1. Patient confidentiality 2. Release of patient information 	

These standards are to be used in conjunction with Guidelines for Pennsylvania Site Visit Protocol, which were developed in coordination with the Pennsylvania Medical Society.