

A. Access/Safety Survey Criteria	ye	no	n/;	Comments
Outside Building				
1. Access to building is adequate, evidenced by reasonable parking and/or feasible public transportation within walking distance. Reviewer to consider regional site characteristics.				
2. Accommodations for persons with disabilities are available, evidenced by designated parking, loading zone, and/or public transportation within close proximity to the building. Reviewer to consider regional site characteristics.				
Inside Building				
3. Accommodations for persons with disabilities include all of the following:				
a. external ramp (if applicable)				
b. automatic entry option or alternative access method.				
c. elevator for public use (if applicable).				
d. restroom equipped with large stall and safety bars or other reasonable accommodation.				
4. Exit signs are clearly visible.				
5. An Evacuation plan is posted in a visible location.				
6. Fire protection equipment (fire extinguisher, smoke detector, fire alarm, or sprinkler system) is accessible and in working order:				
Inside Office				
7. Emergency medications (injectable epinephrine, benadryl) are available on-site.				
8. There is a procedure for the management of non-medical emergencies (i.e., earthquakes).				
9. There is a procedure for handling medical emergencies appropriate to the patient population.				

B. Personnel Survey Criteria	ye	no	n/;	Comments
1. There is evidence that staff receive orientation/training about policies and procedures relevant to their job description.				
2. Appropriate licensure or certification is current and available (as applicable for RN, NP, LVN, PA, MA).				
3. Standardized protocols are in place for all physician extenders (as applicable).				
4. Staff signs Confidentiality Agreements at time of hire.				

C. Office Management Survey Criteria	ye	no	n/ε	Comments
1. Office hours are posted or are available on request.				
2. There is provision for 24 hour, 7 day per week coverage.				
3. The average number of patients scheduled per day does not exceed 5 per hour (6 pediatric patients per hour).				
4. There is access to interpreter services for patients with limited English proficiency and those with hearing impairments.				
5. The average wait time is less than 30 minutes from the scheduled appointment time.				
6. Urgent visits are scheduled within 24 hours.				
7. Non-urgent appointments are scheduled within 7 calendar days				
8. Preventive exam appointments are scheduled within 30 days.				
9. There is a policy to follow-up on missed appointments.				
10. There is a policy for compliance with HIPAA privacy regulations including evidence that the disclosure of privacy practices is signed by patient and posted.				

D. Medical Record Keeping Survey Criteria	ye	no	n/	Comments
<i>(Note to reviewer: This is not a chart audit. There is no minimum requirement for number of charts. A model chart or blinded chart may be used.)</i>				
1. Medical records are secured from patient and public access and are restricted to identified staff.				
2. Medical record release procedures are compliant with State and federal regulations.				
3. Patient records are available for each encounter.				
4. There is an individual record for each patient.				
5. Forms and methodology for filing within a chart is consistent				
6. Allergies and reaction or NKA are clearly indicated on each chart.				
7. Discussion about advanced directive is documented for patients older than 18.				
8. The patient name appears on each sheet in the chart.				
9. There is a date and signature or initial on each entry/report in the chart.				
10. There is a procedure for documenting MD review and patient notification prior to filing lab, x-ray and other reports in the chart.				
11. There is a procedure for documenting patient phone communications.				

E. Clinical Service Survey Criteria				Comments
Pharmaceutical Services	ye	no	n/	
1. The following are inaccessible to patients.				
a) Prescription pads				
b) Needles				
c) Syringes				
d) Medications (including sample drugs)				
2. Narcotics are stored in a secured locked cabinet accessible to only authorized licensed personnel.				
3. A current inventory is maintained for each controlled substance.				
4. Medications (including samples) are checked monthly for expiration dates.				
5. There is a policy for disposal of expired medications.				
6. Refrigerator thermometer temperature is maintained and documented daily at 35°-46° Fahrenheit.				
7. Freezer thermometer temperature is maintained and documented daily at 5°Fahrenheit if varicella vaccine is present.				
8. Drugs are stored in a separate refrigerator from food and drinks.				
Laboratory Services	ye	no	n/	
CLIA certificate number or CLIA Waiver is current (if applicable).				
e) Indicate certificate number and expiration date here: _____				
f) Indicate CLIA Waiver issue and expiration dates here: _____				
Radiology Services	ye	no	n/	
g) X-ray technician license(s) is current-				
a. Indicate license number(s) and expiration date(s) here: _____				
11. X-ray equipment maintenance documentation is current.				

F. Preventive Services Survey Criteria	ye	no	n/	Comments
1. There are at least 2 exam rooms per doctor on duty, or alternative procedure to minimize waiting time between patients.				
2. Exam rooms are neat and clean and have exam tables with protective barriers.				
3. The office has age-appropriate equipment, including but not limited to:				
a. weight scale				
b. length/height measuring devices				
c. sphygmomanometer				
d. thermometer				
e. exam gowns				
f. eye chart				
4. At least one exam room can accommodate physically challenged patients.				
Health Education	ye	no	n/	
5. Educational materials are:				
a. available for patients				
b. age appropriate for the patient population.				
c. language appropriate for the patient population				

