

Unison Health Plan of Delaware

Practice Name:

Location of Facility Reviewed:

County:

Phone Number:

Fax Number:

List Physician and Specialty

1

2

3

4

5

Office Hours

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

Additional Sites

1

2

3

Audit By:

Date:

Interview With:

Type of site review:

LAB CHOICE:

Score required to pass is 80% and above.

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Practitioner Name:

Office Location:

CRITERIA	DESCRIPTION OF CRITERIA	YES	NO	N/A	WGT	COMMENTS
1. FACILITY ENTRY WAITING AREA						
1.1 Office easily accessible for public	Does the accessible route to the maximum extent feasible, conveniently coincide with a route for the general public?				4	
1.2 Prominently displayed office sign	Is the office clearly marked and easily seen?				2	
1.3 Handicapped parking area	Does the parking area have designated handicap parking area? If street parking are there curb cuts?				6	
1.4 Entrance and facility are handicapped accessible.	Is there a ramp to bypass any stairs? Elevators if above first floor? Doors at least 36 inches? If not, is staff willing to make provisions to accommodate handicapped persons?				6	
1.5 Facility is clean, neat and well maintained.	Are the clerical areas, examination rooms, lab, etc., clean and neat with adequate lighting and ventilation?				2	
1.6 Fire extinguisher available	Is there is a fire extinguisher in the office that is in compliance with local applicable fire codes?				2	
1.7 Emergency procedures	Do written or verbal procedures exist for medical and non-medical emergencies, including an evacuation plan?				2	
1.8 Smoke detector(s)/ fire alarms	Is there a smoke detector/ fire alarm present? Building alarms are acceptable.				2	
1.9 Exits clearly marked, accessible and corridors are clear.	Are the office exits clearly marked in highly visible locations? Should have at least 2 exits.				2	
1.10 Adequate waiting room seating capacity	Do the number of seats accommodate patient volume per physician?				2	
1.11 Patient restrooms	Are the restrooms handicap accessible i.e., doors are at least 36 inches wide and handrails present?				5	
2. ADMINISTRATION						
2.2 Physician has arranged for after hours and weekend coverage.	Practitioners must provide coverage to members twenty-four (24) hours on an emergency basis seven (7) days per week. An answering machine that directs the member to the ER is not acceptable. Answering machine must direct member to MD or service to get in touch with MD.				18	
2.3 Participating provider coverage	Note provider in the Comment section. Note N/A if physician is in an expansion area and explain in comment section.				12	

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		YES	NO	N/A	WGT	
2.4 Appointment Availability						
Emergency	immediately				3	
Non-life threatening Emergency	6 hours				3	
Urgent	48 hours				3	
Routine	7 days				2	
2.5 Average office waiting time	Is the average wait to see physician after scheduled appointment time 20 minutes or less/ or in unanticipated cases up to 1 hour?				2	
2.6 Average number of patients seen per day	Physicians should not be seeing more than 5 patients/ hour; Pediatricians 6/hour; OB/GYN 6/hour.				2	
2.7 Patient notification of care provided by a physician extender	Are the patients notified that a physician's assistant or nurse practitioner may see them?				3	
2.8 A written agreement or policy governs the role of physician extenders (CRNP, PA, and CNM). A copy must be submitted with the survey results.	Does the office have written agreement or policy governing the role of physician extender that includes: 1.) a plan for the physician to review and co-sign as necessary patient records; 2.) a pre-determined plan for referral to the physician or emergency care as needed?				2	
2.9 Policy for education of new members to schedule an appointment	Does the office have a policy in place to contact new members to schedule appointments?				2	
3. MEDICAL RECORDS						
3.1 Medical records are protected from public access	Are the medical records stored in an area that is not easily accessible to the public?				4	
3.2 Confidentiality policy is in place	Does the office have a written confidentiality policy in place?Staff should be able to explain what is stated in the policy.				4	
3.3 Release of confidential patient information	Written consent for release of medical information must be in place when records are being released to another physician.				4	
4. TREATMENT AREAS		YES	NO	N/A	WGT	
4.1 Treatment areas support privacy	Does the entry to treatment areas conceal any public view of patient?				3	
4.2 Laboratory, if applicable	Does the office have a CLIA Certificate? Copy must be obtained.				6	
4.3 Method available for tracking laboratory and imaging studies	Does the office have a system for tracking lab/pathology/imaging studies? (EKG log books, requisitions, keep chart out?)				2	

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4. TREATMENT AREAS CONTINUED		YES	NO	N/A	WGT	
4.4 Accessible Airway and Ambu bag and/or resuscitation mouthpieces	Does the office have appropriate size airways and Ambu bag/or resuscitation mouthpiece? Who in office is trained to use the equipment?				6	
4.5 Current CPR certification	Is at least one CPR certified staff person present during active office hours?				12	
5. MEDICATION ADMINISTRATION						
5.1 Drugs are inaccessible to patients	Are all drugs and needles/syringes kept in a closed container? Are controlled drugs kept in a locked cabinet? Reviewer will view log for dispensing of controlled substances if applicable.				3	
5.2 System of checking/disposing of expired drugs	Does the office identify a staff person responsible to check and dispose of expired drugs? Check one or two sampled drugs or vaccines for expiration date.				2	
5.3 Emergency drugs must include EPINEPHERINE/ADRENALINE	Does the office possess this drug? Must check expiration date. If locked in emergency box, view reasonable evidence of documentation of maintenance to avoid opening box.				6	
5.4 Prescriptions pads are controlled and kept secure from unauthorized access	Are prescription pads inaccessible to patients?				3	
5.5 A separate refrigerated area for medications should be present	There should be no food or lab samples stored in this refrigerator.				2	
5.6 Refrigerator temperatures are logged daily	Are the logged temperatures maintained between 35-46 degrees Fahrenheit?				2	
TOTALS					146	
SCORE					0%	

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PRACTITIONER NAME:

LOCATION OF REVIEW:

REVIEWER:

REVIEWER COMMENTS:

MEDICAL DIRECTOR COMMENTS:

Signature of Medical Director

Date