

BCBSOK/BlueLincs HMO/Blue Advantage
Health Care Clinic

PHYSICAL SETTING AND SAFETY STANDARDS

1. Office is accessible to the disabled: parking, entrance, restrooms, hallways, elevators
2. Office appearance is clean and organized
3. Appearance of office staff is neat and professional
4. Waiting area is comfortable with adequate seating
5. Exam room/consulting office design ensures privacy
6. Exam rooms have adequate lighting, sink w/running water or 60% alcohol-based hand solution.
7. There are provisions for appropriate disposal of bio-hazardous materials/waste
8. Controlled drugs are properly handled; locked cabinet, log maintained
9. Evidence that vaccines are refrigerated and maintained as per recommendations.
10. Evidence of staff training to manage emergencies, i.e., environmental/medical
11. Visible, charged fire extinguisher
12. Fire/disaster evacuation routes posted
13. Exit signs visible
14. The clinic has a preventive maintenance program to ensure that all essential mechanical, electrical, and patient-care equipment is maintained and in safe operating condition.
15. Emergency carts and/or kits are up to date with log maintained.

PROVISION OF SERVICES

16. The clinic's policies include a description of the services the clinic furnishes directly (scope of service), and those furnished through agreement or arrangement.
17. The clinic's policies include guidelines for the medical management of health problems and include treatment protocols.

PROGRAM EVALUATION

18. The clinic carries out, or arranges for, an annual evaluation of its total program to include evaluation of appropriate utilization of services.

COMPLAINT MONITORING

19. Evidence of files maintained and investigated with results and resolution.

LAB ON SITE (Yes)

20. Current CLIA certificate is displayed
21. Written policies and procedures
22. Equipment maintenance log available

LAB ON SITE (No)

23. Certificate of CLIA waiver available
24. Written policies and procedures

RADIOLOGY ON SITE (Yes)

25. Current Oklahoma state radiation certificate

26. Written Policy and procedures
27. Safety badges available
28. Lead protective shields available
29. Pregnancy notices posted

PHARMACY ON SITE (Yes)

30. Registered pharmacist oversees the pharmacy
31. If no registered pharmacist, written policies/procedure or process for oversight

ACCESS STANDARDS

32. Waiting time in clinic (begins at time of scheduled appt); < (less than or equal to) 1 hr.
33. Routine health evaluation; appt. available within 30 working days
34. Sick non-urgent appt (illness, onset not sudden); appt. available within 5 working days
35. Urgent appt (sudden onset of signs/symptoms); appt. available within 24 hrs. or refer to urgent care
36. F/U for chronic condition; appt. available within 30 working days

MEDICAL RECORD STANDARDS

37. Confidentiality and security of medical information assured
38. Release of information documents signed
39. Records note whether or not adult patient has signed an Advanced Directive
40. Patient rights and responsibilities posted in area likely to be seen by patient

CHART ELEMENTS (Chart Documentation Captures Core Elements Below)

41. Medications, allergies, and/or adverse reactions, or, if applicable, no known allergies (NKA) are noted.
42. There is a past medical history present for members seen on ≥ 3 visits, which includes: serious accidents, operations and illnesses; Member < 18 years, have a PMH present, which includes: prenatal care, birth information, operations and illnesses.
43. A problem list is present and notes significant illnesses and medical conditions.
44. Visit notes include: reason for visit, physical findings, appropriate diagnostic test and plan of care to include follow up.