



PRACTITIONER OFFICE SITE SURVEY

Group Name:	Reviewer:	
Location:	Survey Date:	
Criteria	Y/N/NA	Comments
Facility Accessibility, Appearance and Adequacy	***	
There is adequate parking/building access		
Signs are clear and visible to and within the facility		
The facility is handicapped accessible including one restroom		
Lighting is adequate outside and within all areas of the building		
The waiting room provides adequate seating		
The waiting area is clean		
Exam/consult rooms are arranged to maximize space and facilitate care		
The exam rooms are clean		
There are provisions for emergency power/lighting		
Privacy is maintained during exams/consult		
Safety	***	
There is adequate security for patients and staff		
Fire extinguishers are maintained within the past 12 months		
Exit signs are visible in case of fire		
Fire extinguishers are accessible or a sprinkler system is available		
There is no smoking within the facility		
There is a written Emergency Preparedness Plan		
Oxygen is safely maintained out of patient access and stored upright		
There is a mechanism for staff to assist patients in life-threatening situations.		
A needle safety system and procedure for disposal of biohazard waste is used		
An Infection Control (OSHA) Plan is in place		
Adequacy of Medical Supplies and Practices	***	

Patient's rights and responsibilities are posted/distributed		
Gloves are located in the exam/procedure rooms or patient care areas		
There is a process to ensure that a chaperone is available and offered during exams and treatments.		
Sinks and soap are available in the office		
Drape sheets and/or gowns are available for patients		
Educational information is available for patients		
Basic emergency equipment is available: Ambu bag and/or airways or a pocket mask		
OB practitioners must have a prenatal pack for emergency deliveries		
There is a procedure for documenting equipment/medication checks		
Epinephrine 1:1000 SQ/IM or Diphenhydramine (Benadryl) IM is available in crash cart/emergency box		
There is a procedure and tracking system for distribution of sample drugs		
All controlled drugs are stored in locked areas at all times		
There is a mechanism for handling expired medications		
The refrigerator/freezer temperatures are monitored daily with a thermometer		
There are procedures for ancillary equipment calibration and test validation		
X-ray equipment license is current		
Radiation protective devices are in place		
There is a CLIA certification if laboratory testing is performed		
Equipment is sterilized/maintained per infection control policies		
Medical Record Keeping	***	
Medical records are stored securely and out of public access		
Medical records are easily and readily retrievable		
Written authorization is obtained for the release and transfer of medical records		
A confidentiality (HIPAA) policy is in place, including a policy for electronic security		
There is a procedure for retention and safeguarding medical records		
The medical record is organized and in chronological order		
Individual charts are maintained		
There is a process to enter patient ID on all pages		
There is a section and/or form for patient demographic/personal data		
Medical record documentation standards are applied		

Availability of Appointments		
There is a 24 hour answering machine/service instructing members how to obtain care		
Coverage is provided 7 days/week, 24 hours/day		
Office hours and after hours phone numbers are available		
There is a procedure to remind patients of their appointments		
There is a no-show policy to include follow up with members who missed appointments		
There is appointment availability within 30 days for compliance with EPSDT exam schedule		
Initial health screen for new members under EPSDT regs are scheduled w/in 30 days of req/3 mos of enroll		
Routine primary (non-urgent) care for symptomatic conditions scheduled w/in 14 days of request		
Average wait time in provider office no more than 30 min following appointment time		
Specialist appointment waiting time for non-urgent referral scheduled w/in 30 days of request		
Appointments for 1 st trimester OB members scheduled within 14 days of request		
Appointments for 2 nd trimester OB members scheduled within 7 days for request		
Appointments for 3 rd trimester OB members scheduled within 3 business days of request		
Urgent appointments are provided with 24 hours of request		
Emergent appointments are provided immediately and/or referred to an emergency facility		
There is a mechanism to provide interpretive services		
Sample Forms/Tools Given to Practitioner	***	
Emergency Equipment Checklist		
Emergency Preparedness Plan		
OSHA ECP		
Protection of Medical Records		
Patient Rights and Responsibilities		
Sample Drug Distribution Log		

Confidentiality of Information Agreement		
Sterilizer (Autoclave) Control Checks and Spore Testing		
Temperature Control Sheet		
A copy of this site survey has been provided to the office and results discussed		
Comments:		