

Table of Contents for Physician Office Policy Manual: Crosswalk with MMIC Practice Tips

Please note this is not a representation of all MMIC Practice Tips; only some which correspond with, related to, or should be part of the consideration process as you develop the policies and procedures which will be part of your Office Policy Manual.

Policy and Procedure Topic: Table of contents	MMIC Corresponding or Related Practice Tip
I. General Policies and Procedures	
A. Patient Rights	
1. New Patient Protocol	<ul style="list-style-type: none"> • Brochure/Practice Information Handout • Communication with Patients: e-mail, texting, portals and networks
2. Consent	
a. General Consent to Treat	<ul style="list-style-type: none"> • e-Communication with Patients: e-mail, texting, portals and networks
b. Informed Consent for all Invasive Procedures	<ul style="list-style-type: none"> • Informed Consent: A Process for Building Patient Confidence • Informed Consent: Obtaining Consent by Telephone • Informed Consent: When the Patient Can't Consent • Minors and the Right to Consent to Health Care Treatment • Surgery – Office-Based Procedures
3. Complaints/Grievances	<ul style="list-style-type: none"> • Complaints Received in the Office Practice
4. Confidentiality	<ul style="list-style-type: none"> • Social Networking Risk Management Considerations • Faxing Patient Information • Medical Records: Privacy and Confidentiality
5. Limited English Proficiency (Interpreter; ITT)	<ul style="list-style-type: none"> • Health Literacy Delivering the Message Right Improves Patient Safety and Reduces Liability • Americans with Disabilities Act
B. Termination of Relationships/Services with Patients	<ul style="list-style-type: none"> • Termination of the Physician/Patient Relationship Related: <ul style="list-style-type: none"> • Difficult Patient Conversation: How to Control and Document • Communication: Managing Conflict • Noncompliant/Nonadherent Patient Management
C. Billing/Collection Policy	<ul style="list-style-type: none"> • Billing and Collection Practices Impact the Physician/Patient Relationship
D. Appointment Patient Cancellation Policy (i.e., charges, patient's timely notification of cancellation, etc.)	<ul style="list-style-type: none"> • Appointments: Referral Not Completed, Missed (No Show) & Canceled Appointments Related: <ul style="list-style-type: none"> • Noncompliant/Nonadherent Patient Management
E. Telephone Advice/Telephone Triage; Prescription Request/Refill Policy	<ul style="list-style-type: none"> • Medication Refill or Adjustment by Protocol • Telephone Triage Systems • Anticoagulation Management in the Physician Office Related: <ul style="list-style-type: none"> • Competency Assessment: Physician Office Practice

F. Follow-up:	
1. Missed appointments/no shows	<ul style="list-style-type: none"> • Appointments: Referral Not Completed, Missed (No Show) & Canceled Appointments • Noncompliant/Nonadherent Patient Management Consider: <ul style="list-style-type: none"> • Americans with Disabilities Act
2. Appointment cancellations	<ul style="list-style-type: none"> • Appointments: Referral Not Completed, Missed (No Show) & Canceled Appointments • Noncompliant/Nonadherent Patient Management
G. Use of Answering Service	<ul style="list-style-type: none"> • Brochure/Practice Information Handout
H. Availability of Emergency and After-Hours Care	<ul style="list-style-type: none"> • Brochure/Practice Information Handout
I. Identification and Notification of those patients who require follow-up and notification of Lab and Diagnostic Study Results *	<ul style="list-style-type: none"> • Biopsy Specimen Send Outs: Risk Management Recommendations to Avoid Delays in Diagnosis • Diagnostic Test Tracking Systems • Faxing Patient Information • Competency Assessment: Physician Office Practice Related: <ul style="list-style-type: none"> • Handoff communication • Communication Between the Referring and Consulting Physician "The Importance of Clarifying Roles"
J. Chaperoning patients during exams	<ul style="list-style-type: none"> • Chaperones in the Office Practice
K. Patient Education	<ul style="list-style-type: none"> • Health Literacy Delivering the Message Right Improves Patient Safety and Reduces Liability • Americans with Disabilities Act Related: <ul style="list-style-type: none"> • Medications: Distribution of Sample Medications in the Practice Setting • Informed Consent: A Process for Building Patient Confidence
L. Scope of Services Provided	<ul style="list-style-type: none"> • Brochure/Practice Information Handout
M. Safety Program-Fire, OSHA, Staff and Patient Safety (Violent Occurrence)*	<ul style="list-style-type: none"> • Emergency Care Preparation in Your Office Practice Part I - Adult Care • Emergency Care Preparation in Your Office Practice Part II - Pediatric Emergency Preparedness • Environmental Safety in the Physician Office Practice • Falls: Prevention/Reduction of Falls and Fall-related Injuries • Patient Safety Plan (forms template) • OSHA Regulations • Violence Management in a Healthcare Practice Good Preventive Efforts Can Reduce the Possibility of Violence • Workplace Violence Part 1 • Workplace Violence Part 2 • Workplace Violence Part 3 • Workplace Violence Part 4
N. Risk Management Program	<ul style="list-style-type: none"> • Risk Management Program - Development Guide • Risk Management Strategies for Hospitals with Contracted Behavioral Health/Crisis Response Services

1. Incident/occurrence reporting	<ul style="list-style-type: none"> • Disclosure of Unanticipated Outcomes: Adverse Event Communication and Support
O. Reporting Required by State (i.e., DHS/abuse)	
II. Personnel	
A. Job descriptions with defined competencies	<ul style="list-style-type: none"> • Competency Assessment: Physician Office Practice
B. Employee Handbook (confidentiality statement – signed by employee)	
C. Human Resource Policies	<ul style="list-style-type: none"> • Social Networking Risk Management Considerations • Temporary Professional Staffing • Medical Records: Privacy and Confidentiality
1. Harassment	
2. Counseling	
3. Termination of Employment	
4. State and Federal Guidelines	
5. OSHA Regulations	<ul style="list-style-type: none"> • OSHA Regulations
III. Medical Records	
A. Documentation requirements	<ul style="list-style-type: none"> • Medical Records: Documentation Guidelines and Release of Information • Digital Recording, Imaging and/or Photographing Patients • e-Communication with Patients: e-mail, texting, portals and networks • Handwriting: How do you address illegibility? • Competency Assessment: Physician Office Practice
B. Accepted Abbreviations	
C. Release of information	<ul style="list-style-type: none"> • Medical Records: Release of Medical Information Related • Medical Records: Documentation Guidelines and Release of Information
D. Fax Machine Policy	<ul style="list-style-type: none"> • Faxing Patient Information
E. Maintenance and Retention	<ul style="list-style-type: none"> • Medical Record Retention Recommendations for Physician Office Practices and Hospitals • Closing Your Practice - Retirement - Relocation – Selling your practice
F. Policies specific to Electronic Medical Record (EMR)	
IV. Equipment	
A. Preventive Maintenance (log) *	
B. Emergency Cart *	<ul style="list-style-type: none"> • Emergency Care Preparation in Your Office Practice Part I – Adult Care • Emergency Care Preparation in Your Office Practice Part II - Pediatric Emergency Preparedness • Competency Assessment: Physician Office Practice
V. Infection Control	
A. Universal Precautions	
B. Cleaning, disinfecting, and sterilizing	<ul style="list-style-type: none"> • Cleaning and Decontaminating Medical Instruments and

equipment *	<p>Equipment</p> <ul style="list-style-type: none"> • Table Top Sterilizers – Processing Instruments - Protecting Patients - Ensuring Safety • Competency Assessment: Physician Office Practice
C. Use of multiple dose vials	
D. Handling sharps/hazardous wastes/disposal (spill kit) *	<ul style="list-style-type: none"> • OSHA Regulations
E. Latex allergies	
F. Housekeeping	
G. Immunization policy	
VI. Medications	
A. Storage and Handling of Samples *	<ul style="list-style-type: none"> • Medications: Distribution of Sample Medications in the Practice Setting
1. Stock	
2. Storage	
3. Distribution (form) *	
4. Disposal	
B. Patient Instruction/Documentation of Education	<ul style="list-style-type: none"> • Medical Records: Documentation Guidelines and Release of Information • Medications: Distribution of Sample Medications in the Practice Setting • Informed Consent: A Process for Building Patient Confidence <p>Consider</p> <ul style="list-style-type: none"> • Health Literacy Delivering the Message Right Improves Patient Safety and Reduces Liability • Americans with Disabilities Act
C. Utilization of Narcotics *	<ul style="list-style-type: none"> • Medications: Distribution of Sample Medications in the Practice Setting
1. Storage	
2. Access	
3. Reconciling	
D. Controlled Substance Agreement (known also as Pain Contract) *	<ul style="list-style-type: none"> • Drug Diversion and the Drug-Seeking Patient • Narcotics and Chronic Pain Control: Avoiding Risks When Prescribing Medication Therapy in the Primary Care Practice • Pain Management & Oversedation
E. Reporting of Adverse Drug Reactions.	
VII. Diagnostic Tests	
A. Laboratory (if applicable)	<ul style="list-style-type: none"> • CLIA (Clinical Laboratory Improvement Amendments) - Federal Regulation
1. Obtaining specimens	<ul style="list-style-type: none"> • OSHA Regulations
2. Identification of specimens *	<ul style="list-style-type: none"> • Biopsy Specimen Send Outs: Risk Management Recommendations to Avoid Delays in Diagnosis
3. Storing/transporting specimens	<ul style="list-style-type: none"> • OSHA Regulations
B. Cardiology Testing (if appropriate)	
1. EKG	
a. Administering	
b. Reading	
c. Sending results	
C. Glucose Monitoring	
D. INR Monitoring	<ul style="list-style-type: none"> • Anticoagulation Management in the Physician Office

E. Pap Smears	
VIII. Courier Service (if applicable)	
A. Specimens	
B. Mail	
IX. Materials Management	
A. Supplies	
B. Printing	
X. Emergency Office Procedures *	
A. Medical Emergency	<ul style="list-style-type: none"> • Emergency Care Preparation in Your Office Practice Part I – Adult Care • Emergency Care Preparation in Your Office Practice Part II - Pediatric Emergency Preparedness
B. Fire	
C. Disaster	
D. Evacuation	
XI. Miscellaneous	
A. Staff Meetings	
B. Chain of Command	

Sources for policies:

1. ECRI, Risk Management Reporter, Risk Managers Tackle Challenges of Hospital-Acquired Physician Practices, April 2010.
2. ECRI, Physician Office Fundamentals in Risk Management and Patient Safety, 2008.
3. MGMA: Operating Policies and Procedures Manual for Medical Practices, 2000.
4. Medical Consultants Network: Medical Office Policy and Procedure Manual.

Medical Mutual offers this information as reference information only and is not intended to establish practice standards or serve as legal advice. MMIC recommends you obtain a legal opinion from a qualified attorney for any specific application to your practice.