

Clinic/Operations

Recommended

Clinic/Operations Recommended as Essential for Optimal Governance and Operations

- General
 - Walk in and Appointment Patients/No-Show Policy
 - Consent to Photograph
 - Emergency Protocols
 - Medical Record Policy
 - Nursing Standing Orders
 - Quality Improvement Program (listed above)
 - Reportable Diseases
 - Terminating the Care of a Patient
 - Complaints
 - Patient Payment
 - Sliding Scale, if using
 - Patient Donations
 - Narcotic Seeking Patients
 - Child Abuse and Dependent Adult Abuse Reporting
 - Care of Rape Victims
 - Mid-Level Supervision
 - Student Clinical Rotations – Preceptorships Properties
- Lab (as applicable)
 - Blood and Body Substance Precautions
 - Cleaning and Decontamination of Spills of Blood and Other Body Substances
 - Disposal of Needles, Syringes, and Lancets
 - Infection Control

- Infectious Waste
- Lab Review
- Needle Stick Procedure
- Pharmacy (as applicable)
 - Patient Medications: Options for Access
 - Clinic Formulary
 - Dispensing of Prescription Medications
 - Medications on Site
 - Scope of Pharmacy Services
 - Repackaging of Medications
 - Acceptance and Use of Sample Medications
 - Destruction of Drugs
- Board/Governance
 - Board Member Agreement, to include Confidentiality
 - Board Member Expense Reimbursement
 - Board Member Fundraising Policy
 - Use of Executive Committee
 - Media Relations

Developing policies and procedures is not an easy task. In order to assist clinics in their development, ECHO offers a number of templates to help the writers of policies and procedures get started. Check with your ECHO consultant for copies.