PHYSICIAN OFFICE MANUAL SAMPLE TABLE OF CONTENTS

General Practice Information

Mission statement Employee orientation and education Training topics Scope of services Staffing plan

Policies and Procedures

- A. Access and appointments
 - 1. Referrals
- B. Patient rights
 - 1. Consent and informed consent
 - 2. Complaints/grievances
 - 3. Confidentiality
 - 4. Advance directives
- C. Termination of relationships/services with patients
- D. Billing/collection practices
- E. Telephone triage/telephone encounters
- F. Follow-up/handling of missed appointments, no-shows, and cancelations
- G. Availability of emergency and after-hours care
 - 1. Coverage during physician absence
- H. Patient follow-up for significant problems/illnesses, results of laboratory and diagnostic studies
 - 1. Hospitalization tracking
 - 2. Test tracking
 - 3. Referral tracking
- I. Use of answering service
- J. Dealing with medical emergencies
- K. Chaperones during patient exams
- L. Patient education
- M. Reporting suspected abuse (e.g., child, partner, elder)
- N. Safety plan
- O. Risk management program
- P. Personnel
 - 1. Job descriptions for all employees, with definitions of competencies required
 - 2. Employee handbook
- Q. Medical records
 - 1. Documentation requirements
 - 2. Protected health information (HIPAA)
 - 3. Release/obtaining information from medical records
 - 4. Fax machine policy
 - 5. Maintenance/retention of records



R. Equipment

- 1. Equipment history (preventive maintenance)
- 2. Emergency cart
- 3. Computer downtime procedures
- S. Infection control
 - 1. Standard precautions
 - 2. Hand hygiene
 - 3. Cleaning, disinfection, and sterilization of equipment
 - 4. Use of multiple-dose medication vials
 - 5. Handling of sharps, hazardous wastes, including disposal
 - 6. Latex allergies
 - 7. Environment/housekeeping
 - 8. Immunization policy
- T. Medications
 - 1. Medication safety procedures
 - 2. Storage and handling
 - 3. Dispensing/administration
 - 4. Patient identification
 - 5. Use of samples
 - 6. Use of narcotics
 - 7. Drug recalls
 - 8. Reporting of drug defects/adverse drug reactions/medication errors
- U. Diagnostic tests
 - 1. Laboratory
 - a. Obtaining specimens
 - b. Appropriate identification of specimens
 - c. Storing/transporting specimens
 - 2. Cardiology
 - 3. Glucose monitoring
 - 4. PAP tests
 - 5. Mammograms and other imaging studies
- V. Courier services
 - 1. Specimens
 - 2. Mail
- W. Materials management
 - 1. Supplies
 - 2. Printing
- X. Miscellaneous
 - 1. Staff meetings
 - 2. Chain of command
 - 3. Corporate compliance plan
 - 4. Emergency preparedness