Medical Practice Self-Assessment Tool

Patient Tracking

Criteria	Yes	Partial	No	N/A
A patient tracking system is utilized for all diagnostic tests, imaging studies, referrals and consultations.				
The tracking system ensures all results are received, reviewed by the physician/physician extender, given to the patient and any required follow-up is initiated.				
All diagnostic tests, imaging reports, referrals and consultation reports receive documented physician/physician extender review.				
All staff members are aware of appropriate actions to take for critical/panic values for diagnostic test results or imaging reports.				

Scheduling

Criteria	Yes	Partial	No	N/A
Missed/cancelled appointments are captured in the scheduling system and documented in the medical record.				
Attempts to reschedule are documented in the medical record.				
The physician or physician extender reviews all missed and canceled appointments to determine appropriate action.				

Medical Records

Criteria	Yes	Partial	No	N/A
Staff receives training on how to appropriately make entries, corrections and late entries into the medical record.				
Medical records requested by attorneys or involving potential litigation are secured.				
Practice administration and physician(s) are made aware of attorney requests for medical records.				
Electronic Health Records are Utilized				
Passwords are assigned, periodically changed, & password sharing is strongly prohibited.				
Access is based on job function.				
Patient data is backed up daily and data integrity is checked routinely.				
Contingency plans exist for system outages.				
Quality checks for content accuracy, timeliness, and consistency are conducted regularly.				
A data map identifying all electronically (ESI) stored information exits.				

Staffing and Staff Support

Criteria	Yes	Partial	No	N/A
An initial skills checklist based on job description is completed on new employees during the orientation period.				
An annual skills checklist is completed as part of the annual evaluation.				
Annual performance evaluations are completed.				
Staff receives annual training updates on how to deal with medical emergencies.				
Staff members maintain current certification in BLS.				
NP/PA competencies are initially validated by the physician(s) using a skills checklist for tasks delineated in the job description or collaborative agreement.				
The individuals who initially receive phone calls are properly trained regarding the types of calls that require immediate attention and to whom to refer those calls.				

Policy and Procedure Manual

Criteria	Yes	Partial	No	N/A
The practice has a policy and procedure manual that is accessible to all staff.				
The practice has clinical protocols for patient care				
Telephone triage				
Medication Refills				
Patient identification				
Medical emergency				
Laboratory/Radiology				
Infection control				
Special procedures				
Safety				
Equipment use and maintenance				
Medical Records				
Initial and ongoing education associated with late entries, addendums, and corrections				
Securing medical records involved in suspected and actual legal actions				
Patient Portal/texting/emailing				
Personnel				
The practice has an employee handbook				
Employee orientation				
Ongoing evaluation and improvement				
Social Media				

Criteria	Yes	Partial	No	N/A
Business and Regulatory				
The practice has written plans and provides staff training for:				
Authorization requirements to release medical records (HIPAA)				
Medical record security (HIPAA)				
Responding to subpoenas				
Billing and compliance				
OSHA				
CLIA				
FDA				
Quality Improvement				
Patient relations and confidentiality				
Patient complaint and incident reporting				
Ending the physician/patient relationship				
Patient satisfaction survey conducted regularly and acted upon				