


<b>Name of Policy:</b> <u>Guidelines for Patient Care</u> <b>Policy Number:</b> 3364-101-03-01 <b>Department:</b> Ambulatory Services <b>Approving Officer:</b> COO, OP Clinic Operations <b>Responsible Agent:</b> Senior Administrative Director-Clinic Operations <b>Scope:</b> Ambulatory Services	  <b>Effective Date:</b> 12/1/2021 Initial Effective Date: 5/1/1990
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy

**(A) Policy Statement**

Minimum standards of patient care will be maintained throughout Ambulatory Services.

**(B) Purpose of Policy**

To promote safe, efficient, effective, and respectful patient care throughout Ambulatory Services.

**(C) Procedure**

1. The patient's Medical Record when indicated, will be reviewed prior to patient appointment for test results. If results are not in the medical record office, staff will call for a report.
2. All internal test results will be on the ordering physician's Clinical Inbox. External tests will be provided to the ordering physician for review. The physician will document any further directions if needed. Abnormal tests needing urgent attention will be brought to the physician immediately and documented in the medical record including any follow up that occurred.
3. Staff with access to the Ambulatory electronic medical record system shall open the Clinical Inbox and manage the pending tasks assigned intermittently throughout the shift. Responding to the patient by the end of business day is optimal.
4. When communicating with patients:
  - a. Address respectfully using their Preferred Name or first name if no preferred name designated.
  - b. Identify yourself with your name and title.
  - c. Explain your role in their care and what they can expect during the visit.
5. Knock before entering a patient exam room, procedure room, etc.
6. All patients will have a means to secure assistance:
  - a. Patients in wheelchairs or on stretchers will be provided a way to call for help.
  - b. Doors will remain open when staff are not in the room with an impaired patient, if the patient is not accompanied by a caregiver.
  - c. A bell will be provided for non-verbal patients, if the patient is not accompanied by a caregiver.
7. At the time of the visit, all patients will be seen by the staff prior to seeing the physician and the following information obtained:
  - a. Assessment by RN, if warranted

