



# **Specialty Clinics/Programs Policy & Procedure Manual**

January 2012

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## ***Introduction***

This manual has been prepared to assist all staff members in their knowledge of the policy and procedures for the WestView Primary Care Network (PCN) Specialty Clinics and Programs. This manual attempts to provide standard practices and procedures to assist new staff at induction and by all staff as a reference tool in dealing with many day-to-day issues and to ensure that the performance and appearance of the WestView PCN and the Specialty Clinics reflects current provincial and local standards and guidelines appropriate for a professional clinic.

## ***Mission Statement***

The Mission of the WestView Primary Care Network (PCN) *is to create and maintain an integrated, accessible and affordable primary healthcare system for the population of WestView through collaboration with our partners- the community, healthcare providers, regional health, educators, researchers, professional organizations, government and the private sector.*

*We will optimize available resources, build intellectual and human capital, nourish innovation, train tomorrow's leaders, share knowledge and standardize care delivery with an evidenced-based approach.*

## ***Clinic Background***

The WestView Primary Care Network (PCN) Specialty Clinics and Programs were opened to provide WestView area residents with local access to **specialist physician** care.

Specialist physicians provide services based on referrals from WPCN family physicians and also physicians who are outside of the WPCN. Each specialty clinic operates independently and WPCN provides a location and also the administrative services of its MOA's to book appointments, make phone calls to remind patients of their appointment days and times, greet patients and announce their arrival to the individual specialist physician.

Physicians are deemed to be the custodians of patient information and the WestView PCN is the Information Manager to the custodians. Each participating physician (custodian) of the PCN is responsible for the safekeeping of the health information as identified in their office policies and procedures. The WestView PCN acts as the Information Manager to the custodians participating in the clinic.

Clinic and administrative staff include:

- Psychiatrist
- Rheumatologist
- Otolaryngologist
- Medical Office Assistant
  - Medical Office Assistant provides support for booking new referrals and placing reminder calls;
  - Scanning and faxing of consult/ referral letters/forms or encounter notes using the EMR system;
  - Scanning of necessary documentation and input into the EMR system.

## ***Health Records and Patient Billing***

Patient demographic and health information and records of the appointments are kept as part of the Electronic Medical Record system. The MOA is only responsible to set up the appointment record in the EMR system.

Each Specialist may elect to use and update their patient information using the WPCN's EMR system. Each Specialist is responsible for the submission of their billing records.

## ***Referral & Appointments***

Referrals are accepted from all WPCN physicians/Clinical Associates and other physicians via faxed referral letters to:

**Fax:** (780) 960-9591

## ***Clinic(s) Location & Hours of Operation per current Specialist Clinics***

<b>Address</b>	WestView Primary Care Network 101, 505 Queen Street Spruce Grove, AB T7X 2V2
<b>Telephone</b>	780.960.9533 x221
<b>Fax</b>	780-960-9591

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<b>Psychiatrist</b>	Monday - Friday	0900-1630h
<b>Rheumatology</b>	2 Wednesday afternoons per month	1300-1600h
<b>ENT Otology</b>	2 Wednesday afternoons per month	1300-1600h

## ***Access & Parking***

The WestView PCN undertakes the following:

- To recognize that ease of access is important to all patients and to make all reasonable efforts to facilitate safe physical access to the premises and services offered:
  - Doorways and walkways are to be kept free of clutter, boxes, etc. to ensure a clear pathway for all persons and in an emergency.
  - Appropriately sized bariatric equipment such as blood pressure cuffs, weigh scales and seating are to be made available.
- To assist patients with physical or intellectual disability by providing wheelchair access, suitable parking, and where possible, pictorial signage.
  - Car parking facilities are available within a reasonable walking distance from the Clinic. There are designated spots for physically disabled drivers.
  - Signage in the main lobby/reception area allows the public to easily locate the clinic location and displays the entire clinic name.

## ***Clinic Workflow - Referral Booking Guidelines***

### ***Dr. Mary McArdle – Psychiatrist:***

Follow-up appointments are booked in either ½ or one hour sessions, within the hours of 0900h-1630h.

There are typically no appointments between 1200h-1300h.

New referrals/consults are booked for an initial appointment length of 1.5 hours, between the hours of 0900h-1600h.

All appointments for patients from Fort McMurray will be scheduled for 1 hour.

Referrals are only accepted for patients 18 years of age or older.

Referrals are not accepted for Geriatric Assessments (dementia/Alzheimers)

Referrals must include referring physician's name, phone number and PRACID, and the patient's address, phone number and Personal Health Number and this information is recorded in the EMR system. The EMR system is used solely for the purpose of recording appointment-related information and is not used for other patient information such as encounter notes.

Out of province patients require a valid health care number and phone number that must be confirmed prior to appointment. Any patients that reside in the Province of Quebec will be required to pay for their visits at the time of their appointment.

Referred patients with booked appointments are sent a confirmation letter which states the date and time of the appointment and Dr. McArdle's mandatory 24-hour cancellation notice policy. A reminder phone call will be placed one week prior to the scheduled appointment.

The MOA will place a phone call the day before the appointment to remind patients of their appointment date and time.

***Dr. Peter Chiu –Rheumatologist:***

Referrals are accepted for patients > 15 years of age.

Referrals must include referring physician's name, phone number and PRACID, and the patient's address, phone number, and Personal Health Number and this information is recorded in the EMR system. The EMR system is also used for other patient information such as encounter notes, and lab results.

Appointments are scheduled as either a new or follow-up appointment. Appointments are limited to a maximum of 18 visits.

The referral form will be re-faxed to the referring physician/clinic with an appointment date and time and it is the responsibility of the referring physician/clinic to notify the patient of the appointment date.

The MOA will place a phone call the day before the appointment to remind patients of their appointment date and time.

***Dr. Joseph Kostiuk - Otolaryngologist:***

Referrals are accepted for patients >15 years of age.

Referral letters must include referring physician's name, phone number and PRACID, and the patient's address, phone number and Personal Health Number and this information is recorded in the EMR system. The EMR system is used solely for the purpose of recording appointment-

related information and is not used for other patient information such as encounter notes. The physician maintains his own patient files.

Referral letters will be re-faxed to the referring physician/clinic with an appointment date and time and it is the responsibility of the referring physician/clinic to notify the patient of the appointment date.

The MOA will place a phone call the day before the appointment to remind patients of their appointment date and time.

## ***Your Responsibilities***

### ***Confidentiality of Information***

The *Health Information Act* (HIA) provides rules governing the collection, use and disclosure of health information. WestView PCN is bound by the requirements of this Act and shall only collect, use or disclose health information in accordance with it. Staff members should be familiar with the Health Information Act. If any doubt at all exists, consult the attending physician, Privacy Officer, or Business Manager before releasing any confidential information. The policies surrounding this Act are to be reviewed by each staff member and any questions surrounding the confidentiality of information should be directed to the Privacy Officer/designate.

Staff members are required to sign a Confidentiality Agreement prior to employment with the WestView PCN. All staff members are expected to respect confidentiality of patient information and under no circumstances are the contents of a patient's file to be discussed with an outside party unless provided for under the rules set forth by the HIA. The business or medical affairs of our patients or the clinic are not to be discussed with an outside party.

In handling information within the WestView PCN, care should be taken when relaying information concerning patients to other staff members. Avoid examination or discussion of records or reports in the presence of other patients or leave them displayed where others might read them. Ensure that if computer stations are left unattended that you have "Changed User" and that the "Hide Names" feature is used at all times.

The attending physician is the custodian of the patient's file and the WestView PCN is the Information Manager on behalf of the physician. To protect patients from misinterpretation and possible self-misdiagnosis, no attempt should be made to answer any questions a patient might ask in respect to a diagnosis. Reference should always be made to the appropriate physician.

No part of a patient's report/record may be given to a third party unless we have written consent of the patient, the attending physician or, where appropriate, the patient's nearest relative or guardian. The only exception to this policy is the release of information to another physician who is attending the patient. An infraction of this policy may result in immediate dismissal from the employ of the WestView PCN.

## ***Use of Telecommunications and Computers***

The WestView PCN provides access to telephones, computers and internet.

Good telephone etiquette is important as it provides an impression to the caller. When responding to incoming calls, please ensure that you:

- Answer the call promptly.
- Be courteous and tactful.
- Make sure callers are not left “hanging” when calls are transferred or put on hold. When possible do not conduct business in the presence of patients or other third parties.
- Hang up carefully.

Please recognize that personal use of the telephone impacts the efficiency of our organization. While the PCN does not wish to deny you the use of the phone for necessary personal calls, we would ask that you keep such calls to a minimum and be as brief as possible. Continued abuse of this privilege will result in disciplinary action.

The use of WestView PCN provided cell phones or personal cell phones while driving in your vehicle for WestView PCN business is prohibited. Cell phone usage while driving is unsafe.

Use of WestView PCN computers for personal use is prohibited unless approved by the Business Manager. No programs may be added or downloaded to computers without approval by the Business Manager as some programs may have an adverse effect on the operation of the system.

Internet access is provided as an additional tool for staff members to access information relevant to their positions and providing patient care. Personal use is strongly discouraged. Downloading, e-mailing, and viewing material that is considered offensive or in poor taste is expressly prohibited. Any staff member found to be in violation of this provision will be subject to the discipline process as described in the Information Security Manual. More in-depth information and processes regarding computers and telecommunications can be found in the Information Security Manual).

## ***Emergency Response Plan***

The Clinic staff and physicians shall adhere to all requirements and protocols as outlined in WestView PCN’s Emergency Response Plan.



## ***Appendix I – Clinic Safety***

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## ***Infection Prevention & Control***

The WestView PCN and associated healthcare providers understand and support infection prevention and control strategies designed to protect patients, healthcare providers and the community.

*Routine Practices* are to be used with all patients at all times. Policy and procedures on infection prevention and control are developed and regularly reviewed.

Appropriately performed hand hygiene is the single most important step in the prevention of the transmission of infection. Acceptable methods of hand hygiene are liquid soap and water or an alcohol based hand rub at 60-90% concentration ethyl or isopropyl. The use of an alcohol based hand rub is the preferred method for hands that are not visibly soiled and are always available at the point of care. All clinic treatment rooms are equipped with a sink and disposable paper towels for hand hygiene.

The following routine practices are used with all patients at all times:

### ***Hand Hygiene***

Hand hygiene is always performed with an alcohol-based hand rub or soap and water:

- Before and after each patient interaction;
- Before performing any invasive procedure;
- After care involving body fluids and before moving to another activity;
- Before putting on and after taking off gloves and PPE
- After personal functions, (restroom, blowing nose)
- Whenever hands may come into contact with secretions, excretions, blood and body fluids

### ***Mask & Eye Protection***

- Protect eyes, nose and mouth during procedures or care activities likely to generate splashes or sprays of blood, body fluids, secretions or excretions
- Wear within one meter of a coughing patient

### ***Gown***

- Wear a long sleeve gown if contamination of uniform or clothing is anticipated

### ***Gloves***

- Wear gloves when there is a risk of hand contact with blood, body fluids, secretions or excretions, non-intact skin, mucous membranes, or contaminated surfaces or objects;
- Wearing gloves is not a substitute for hand hygiene;
- Perform hand hygiene after removing gloves

## ***Environment***

- All equipment that is being used by more than one patient must be cleaned between patients;
- All touched surfaces in the patient treatment areas must be cleaned daily

## ***Linen and Waste***

- Handle any soiled linen and waste carefully to prevent personal contamination and transfer to other patients

## ***Sharps Injury Prevention***

- **USED NEEDLES ARE NEVER RECAPPED**
- Sharps are placed in appropriately placed , sealed sharps containers
- Sharps containers are replaced once  $\frac{3}{4}$  full

## ***Personal Protective Equipment***

All required Personal Protection Equipment (PPE) will be available for use by healthcare providers as required. All staff will understand their responsibility to protect themselves and the public with the appropriate use of PPE. Whenever there is a risk of coming in contact with non-intact skin, mucous membranes or body fluids any of the following PPE appropriate to the task at hand will be used:

- Gloves
- Masks (Surgical) face/eye protection/face shields
- Gowns

## ***Medical Equipment***

All critical or semi-critical types of medical equipment used in the clinics are single-use and disposed of after each use. No critical or semi-critical medical equipment that is labeled as single use or disposable by the manufacturer is ever reprocessed or reused.

## ***General Cleaning Procedures***

The clinical environment and non-critical medical equipment is routinely cleaned. No skin antiseptics are used to clean inanimate objects. There is a regular schedule for daily cleaning:

<b>Surface/ Object</b>	<b>Procedure</b>	<b>Special Considerations</b>
Non- critical patient care equipment such as blood pressure cuffs and stethoscopes	For maintenance requirements these are cleaned as needed to remove any accumulation of dust and dirt,( or when soiled with blood and body fluids)	Follow manufacturer's instructions on cleaning
Horizontal surfaces such as treatment tables, work counters	<ol style="list-style-type: none"> <li>1. Daily regular end of day cleaning with detergent or appropriate disposable wipes</li> <li>2. Cleaned when soiled</li> <li>3. Cleaned between patients</li> </ol>	<p>Appropriate low level disinfectants are:</p> <ul style="list-style-type: none"> <li>•Accelerated hydrogen peroxide products</li> <li>•Follow the manufacturer's instructions on correct exposure time</li> </ul>
Walls, blinds, curtains	Are cleaned regularly with a detergent solution and as visibly soiled	
Floors	<ol style="list-style-type: none"> <li>1. Regular cleaning</li> <li>2. Cleaning when soiled</li> <li>3. Damp mopping used</li> </ol>	<p>A regular cleaning detergent is adequate- unless:</p> <p>blood or body fluid spills have occurred -then first cleaned with disposable cloths , followed by disinfection with a low level disinfectant .</p>