

#	QUESTIONS	SOPI- STANDARD							Reviewer Comments
			Meet	Part Meet	Not Meet	N/A	Yes	No	
21	Administrative staff at reception cannot be overheard by patients in the waiting room discussing personal/confidential information. (Visual)	Quality Indicator							
22	Patients in the waiting room are unable to observe computer screens with patient identifiable information. (Visual)	Quality Indicator							
23	Examining rooms are adequately soundproofed. (Visual)	Quality Indicator							
24	Prescription pads are stored in locations inaccessible to patients. (Visual)	Quality Indicator							
24a	Triplicate Prescription pads stored in locations inaccessible to patients?	Quality Indicator							

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25	(Question for MD ONLY) When prescribing drugs with potential for Misuse or Diversion, the clinic/physician regularly reviews the PIN/Netcare (Pharmaceutical Information Network) before initiating a prescription; before renewing a prescription or minimally every 3 months.	SOP Prescribing: Drugs with Potential for Misuse/Diversion 3(a-c)							
26	Hand hygiene stations are available in patient care areas. (Visual)	IPAC Standards. G.2.1							
27	Hospital Grade Surface disinfectants are available in patient care areas. (Visual)	IPAC Standards. G.6.1.1							
28	CSA approved sharps containers are available at point-of-use (Visual)	IPAC Standards. G.4.1.2							
29	Drugs and drug samples used in the clinic are stored in secure locations. (Visual)	Quality Indicator							
30	Can you tell me your process for reviewing drugs and drug samples for expiry dates?	IPAC Standards. G.7.1.5. G.7.2.7							

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31a	Are temperature controlled vaccines monitored & recorded at least twice (2) per day. (Visual)	IPAC Standards. G.7.2.5 & G.7.2.6							
31b	Are temperature controlled medications monitored and recorded at least once (1) per day?	IPAC Standards G.7.1.2							
32	Is the clinic clean and in good repair (includes clinic, exam rooms, waiting area and equipment) (Visual)	IPAC Standards. G.5.2.1. G.5.2.2							
33	Do any of your Physicians offer Acupuncture?	Standards of Practice. Medical Services Requiring Accreditation Outside of Hospitals - Section 3							
34	Do any of your Physicians offer hair transplant services?	Standards of Practice. Medical Services Requiring Accreditation Outside of Hospitals - Section 4							
35	The physicians have the proper CPSA approval for any complementary and alternative medicine (CAM) therapies offered. (Internal Check)	Standards of Practice. Complementary and Alternative Medicine - Section 3							

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36	View advertising to ensure clinic adheres to not: discredit, disparage or attack another product, service, facility, clinic, provider or group.	Advertising 3a							
37	Is the clinic accepting new Patients?	Quality Indicator							
37a	Can you tell me what, if any, criteria you have around accepting new patients to the clinic?	Standards of Practice. Establishing the Physician Patient Relationship - Section 4a							
38	(ASK MD ONLY) For clinics/physicians accepting new patients if there is an introductory appointment (meet and greet) there is no charge to patient or AH billing for same.	Standards of Practice. Establishing the Physician Patient Relationship - Section 3b							
39	Tell me about your process around charging for uninsured services. Who discusses cost with the patient?	Standards of Practice Charging for Uninsured Services - Section 2							
40	Is the patient's ability to pay for uninsured services considered?	Standards of Practice. Charging for Uninsured Services - Section 1							

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41	View fee list to see if clinic charges an advance fee for being able to provide services. (Visual)	Standards of Practice. Charging for Uninsured Services - Section 6							
42a	If the clinic offers block fees, does the patient have the option of paying for each service individually? (If yes comment about the option)	Standards of Practice. Charging for Uninsured Services - Section 7a							
42b	Can you tell me about your process with respect to reviewing the block fees with the patient?	Standards of Practice. Charging for Uninsured Services - Section 7c.ii							
43	Can you tell me about your process when a patient requests access to their record?	Standards of Practice. Patient Record Retention - Section 7. HIA Part 2 Section 7							
44	When terminating a patient relationship, what steps do you take? Please describe your process and provide an example.	Standards of Practice. Terminating the Physician Patient Relationship - Section 1							
45	Can you tell me about your documentation process when terminating a patient relationship?	Standards of Practice. Terminating the Physician-Patient Relationship - Section 4a							

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46	Can you tell me what timeline you give to a patient that is being terminated?	Standards of Practice. Terminating the Physician-Patient Relationship - Section 4c							
47	Can you tell me about your process for maintaining patient care records when the EMR is down or there is a power failure?	Standards of Practice. Patient Record Retention - Advise to profession - Transition to Electronic Medical Records							
47a	Is the process written down anywhere?	Quality Indicator							
48	Can you tell me about your record retention schedule?	Standards of Practice. Patient Record Retention - Section 6							
49	Do you have paper charts? Where are they stored?	Standards of Practice. Patient Record Retention - Section 2b							
50	Can you tell me about your process for the destruction of patient records?	Standard of Practice. Patient Record Retention - Section 2b							

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51	Tell me about the clinics after-hour coverage. What instructions do you give patients if they need care after-hours?	Standards of Practice. Continuity of Care - Section 1d							
52	Does the after hour care involve a third party?	Quality Indicator							
52a	If the clinic directs patients to the Emergency or Healthlink is there a formal agreement in place?	Standards of Practice. Continuity of Care - Section 1e							
52b	Is the after hour care agreement documented?	Quality Indicator							
53	Clinic has a process to deal with patient triage. There is reasonable access to a clinic physician for urgent issues.	Quality Indicator							
54	Tell me about the clinic process for reviewing DI/Lab tests.	Standard of Practice. Continuity of Care - Section 1.a.i							
54a	Is that process documented anywhere?	Quality Indicator							
56	Tell me about the clinic process for reviewing CONSULTATION tests.	Standard of Practice. Continuity of Care - Section 1.a.i							
56a	Is that process documented anywhere?	Quality Indicator							

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57	Can you explain your process when there is follow-up needed in regards to a patient's DI/Lab test results?	Standard of Practice. Continuity of Care - Section 1.a.ii							
57a	Is that process documented anywhere?	Quality Indicator							
59	Can you explain your process when there is follow-up needed in regards to a patient's CONSULTATION test results?	Standard of Practice. Continuity of Care - Section 1.a.ii							
59a	Is that process documented anywhere?	Quality Indicator							
60	Tell me about your process for notifying patients of a DI/Lab test result.	Standard of Practice. Continuity of Care - Section 1.a.iii							
60a	Is that process documented anywhere?	Quality Indicator							
62	Tell me about your process for notifying patients of a CONSULTATION test result.	Standard of Practice. Continuity of Care - Section 1.a.iii							
62a	Is that process documented anywhere?	Quality Indicator							
63	Tell me about your clinic process for tracking consultation requests.	Quality Indicator							

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64	Tell me about your process when there are critical LAB or DI results after-hours. Is there a process for when the involved physician is absent? Who reviews the critical LAB/DI results in this situation?	Standard of Practice. Continuity of Care - Section 2b							
65	When providing episodic care the clinic/physician has a process for identifying and communicating with the Patient's primary care physician.	Standard of Practice. Episodic Care 1b							
66	Information communicated to the primary care physician includes testing; diagnosis reached; treatment and advice given, procedures recommended/performed; referrals and reports made and follow-up care arranged and/or advised. (Request that clinic provides a patient specific pt. example)	Standard of Practice. Episodic Care 2 (a-f)							
83	Do you have role descriptions and responsibilities for staff members?	Quality Indicator							
83a	Are the roles and responsibilities documented?	Quality Indicator							

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84	Has the clinic defined certain individuals in the clinic to oversee/lead the process around IPAC? Medical Records? Billing? How are the Physicians involved?	Standards of Practice. Direction and Control of a Medical Practice - Section 3							
84a	Are the responsibilities documented?	Quality Indicator							
85	Is there a process in the clinic for escalation of problems with IPAC, Medical Records or Billing?	Standards of Practice. Direction and Control of a Medical Practice - Section 3							
85a	Does IPAC have a clear understanding of when to escalate a problem?	Quality Indicator							
85b	Does Medical Records have a clear understanding of when to escalate a problem?	Quality Indicator							
85c	Does Billing have a clear understanding of when to escalate a problem?	Quality Indicator							
86	Do you have a policy and procedure manual?	Quality Indicator							

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87	Can you show me any policies or processes you use in relation to protecting a patient's health information?	Standard of Practice. Patient Record Retention - Section 2b							
88	What is your process if there was a privacy breach identified?	Quality Indicator							
89	Can you tell me how to report a breach to OIPC?	Quality Indicator							
90	Do you have a formal agreement in place between Physicians and the clinic?	Quality Indicator							
90a	Does the agreement include roles & responsibilities?	Quality Indicator							
90b	Does the agreement include ownership of patient records?	Quality Indicator							
90c	Does the agreement include responsibilities of Physicians leaving the Clinic or retiring?	Quality Indicator							
91	Can you show me your PIA? When was the last time it was updated?	Standards of Practice. Patient Record Retention - Section 5							

