



PO Box 9310
 Minneapolis, MN 55440-9310
 952-992-2900

Service Quality Review Tool 2021 for Clinics/Clinic Systems

Date of Review: _____ Clinic System: _____
 Address: _____
 Phone: _____ Follow-Up _____

STANDARD				
Processes	Yes	No	NA	Comments
1. If the clinic/clinic systems have controlled substances , there is evidence for proper storage and control of dispensing. <i>Controlled substances are logged and stored in a locked area. Weekly drug counts are done by at least two professional medical staff members. If controlled substance use is more frequent than weekly, drug counts are done more frequently to reflect use patterns. Need to send a blinded log for evidence of compliance.</i>				
2. Emergency medical equipment/medications are checked at least annually or in accordance with the clinic's written policy and procedure. <i>Need to send the log for evidence of compliance, including medication expiration dates.</i>				
3. There is a written policy for signature logs containing printed full name, signature, initials and credentials for clinical staff (Providers, Nurses, CMA's, X-ray techs, Lab techs, etc.) If using an EMR system, the clinic is able to produce documentation of the full name and credentials of any staff providing care to the member either via a signature log or an EMR policy to provide this evidence.				
4. If any of the providers prescribe narcotics, they refer to the state's Narcotics Registry before prescribing for new and existing patients.				
Access	Yes	No	NA	Comments
5. Patient with a life threatening situation is told to dial 911, is seen immediately if in the office, or is sent to the ER.				
6. Emergency health service is available, 24 hours per day, seven days per week.				
7. The clinic has a process for serving patients needing after hour care .				<i>Explain your process for this standard.</i>
8. After-hours answering service includes nurse triage capability. <i>*Information only (this will not be included in the CAP scores)</i>				
9. Urgent care visit is available within 24 hours.				
9a. Open Access for #9 (Check Y/N)				
10. Non-urgent visit is available within 2 weeks.				
10a. Open Access for #10 (Check Y/N)				
11. Annual physical exam is available within 9 weeks.				
11a. Open Access for #11 (Check Y/N)				



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If 100% of the standards are NOT met, a Corrective Action Plan (CAP) is required for the unmet standard(s).

Clinic/System Staff Name/Credentials (Print)

Date

Medica Reviewer Name/Credentials (Print)

Date

Clinic/System Staff Signature and Credentials

Date

Medica Reviewer Signature and Credentials

Date