

# Clinic Provider Checklist

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## Considerations in choosing a clinic provider:

- Review the Clinic Company's history, ownership and operating structure. Ascertain corporate governance as continuity is critical. Local, other things being equal, is a positive
- Primary Care
  - How are appointments scheduled?
  - Is the appointment scheduling process available online?
  - What are the types of problems that can be addressed on-site?
  - What if any medications can be administered on-site and what medications are included?
  - Explain your notification process for triaging more complex patient situations.
  - How will clinic manage the services chosen by client including managing and supervising the medical personnel in charge of the clinic?
  - How will clinic manager go about choosing the personnel to staff the clinic and what is the process for evaluating their qualifications?
  - What is the process for replacing clinic staff should they terminate?
  - Describe the physician's oversight of the clinic's functions.
  - Describe the primary care case management process.
  - Describe the wellness and disease management coaching training provided to the clinic staff
  - Will clinic manager provide emergency response outside the clinic's space if still on business property/grounds?
  - What procedures do does clinic manager have in place if after hours care is necessary?
- Communication plan and employee services
  - Describe a proposed communication plan for introducing the onsite healthcare and wellness program and reference the ongoing communication process. Explain Clinic's responsibilities in these processes. Including copies of educational materials.
  - How can employees communicate with the clinic's medical team?
  - If clients have existing resources for the clinic can these be utilized?
  - Does Clinic utilize an electronic medical record and if so describe?

- Does Clinic have the capacity to administer Health Risk Assessments (HRA) and biometrics? Testing at health fairs?
- Does clinic manager have the flexibility to use an HRA other than clinic own if requested?
- Does clinic have the ability to integrate the results from 3rd party HRAs with its electronic medical records?
- Does Clinic have the capability of integrating the records of other providers with the clinic records? Of exporting the clinical records to other parties? Electronically?
- Can the clinic website be linked?
- Can an employee access Clinic Management Company for Member Services after hours and for appointment scheduling?
- Are you willing to customize communication with client's own branding in clinic's communication and program materials?

➤ Identification of High Risk individuals and stratification

- Explain in detail the HRA/targeted intervention model that the clinic would recommend be implemented. Explain the rationale.
- How would your company identify high-risk members?



- Describe your procedures for communicating with patients who would benefit from wellness
- Describe your process for encouraging at-risk members to make their follow-up visits.
- Do you stratify members by severity of risk for complication? Please elaborate.
- What Health Risk Assessment (HRA) do you use, risk factors identified and recommended frequency.
- Describe how the clinic would provide a system to assist HRA participants' in completion of their HRA and in the interpretation of their person profile.
- Describe your capabilities for providing on-site biometric testing.
- How does your HRA monitor and report individual change from year to year?

➤ Intervention

- Please describe your quality assurance and quality improvement programs
- Describe the process for engaging the targeted individual.
- Describe management reports on intervention activity and population management
- How do you link to on-site or community programs (Employee Assistance Program, etc.)?
- Describe your methods for ensuring confidentiality of member information

- Measurement Tools and Results
  - How would you propose measuring the outcomes and success of the overall program?
  - Describe your standard management reports. Describe your custom reporting capabilities.
  - Are these reports available on line? Real time? Exportable in common formats?
- Data sharing and integration
  - How does the clinic share and integrate data with other carriers/administrators, providers and health exchanges?
  - Describe your data warehouse and predictive modeling capabilities
- HIPAA Compliance
  - Describe your training process and procedures the handling of PHI
  - Describe your system for the assurance of personal health data security.
  - Have your network security systems ever been breached?
- Liability Insurance
  - Confirm you will maintain primary commercial general liability insurance.
  - Confirm you will maintain medical malpractice liability insurance
  - Confirm you will carry contingent medical malpractice liability insurance
  - Confirm you will indemnify and hold harmless Client and its officers, directors, affiliates, employees and agents, from and against any claims, liabilities, losses or expenses, including reasonable attorneys' fees, arising from clinic operations
- References

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