

## ICHA Clinic Provisions Guideline – PRIMARY CARE

### ICHA

#### Physician Hours

Quantified and scheduled based on demographics served, onsite demand, physician availability and site capabilities.

#### OSCAR EMR Training for Support Staff

Provided prior to granting EMR access. Offered weekly on Tuesdays paired with initial privacy training at ICHA's administrative office – 59 Adelaide St. E, 2<sup>nd</sup> Floor. Flexible scheduling available when necessary.

#### Annual Privacy Training for Support Staff

Available with OSCAR EMR Training noted above. Provided via teleconference annually thereafter.

#### Medical Supplies – First Order

- Thermometre and covers
- Pregnancy Test Strips
- Biostrip Urine Reagent Strips
- Alcohol Swabs
- Polysporin Ointment
- Band-aids
- Woven Sponge Gauze 3”x 3”
- 3” Conforming Bandages
- Wooden Cotton Tip Applicator
- Tongue Depressors
- Cotton Balls
- Face Mask
- Exam Table Paper
- Hand Sanitizer
- Cavicide Surface Wipes
- Oximeter
- Blood Pressure Cuff
- Gloves
- Portable Diagnostic Kit
- AA Batteries
- Panic Button
- Appointment Cards and Physician Stamp

#### Central Secured Fax Line

ICHA's administrative assistant manages our central fax line. All personal health information received is flowed through this fax line to prevent privacy-related breaches at the sites of our agency partners.

#### ICHA's Virtual Office

Administrative oversight is provided through our Virtual Office. This includes communication with physicians and site-assigned support staff. Our support “fills the gap” between clinic days. Responsibilities include; referral and laboratory follow-up, medical supply orders, hospital negotiations and coordinating Rx/appointment notifications.

### AGENCY PARTNER

#### Clinic Support Staff

One site-assigned staff member that is present and responsible for the clinic's activities during active clinic hours. This person is responsible for:

- inputting demographics and other required information for scheduled patients into the EMR
- faxing relevant clinical documents (as required for the provision of the Services) at ICHA's direction
- scanning relevant clinical documents into the EMR at ICHA's direction
- assisting with follow up on referrals and supporting patients to attend external appointments when necessary
- attending annual ICHA Privacy Training

To ensure ample coverage and flexibility 2-3 site staff members will need to be trained and able to use ICHA's EMR to perform the duties listed above.

#### Secured, Clean Examination Room

- affords patient privacy
- examination table
- sink and soap
- desk/table
- two chairs
- paper towels
- telephone
- printer
- scanner
- lockable cabinet reserved for ICHA in a secured, locked area
- regular professional cleaning that meets healthcare standards
- locked shred bin
- sharps bin and collection service

#### Reliable Internet Connection

##### Computer Access

- Secured\* Desktop Computer for ICHA Physician
- Secured\* Desktop Computer for site support staff

\*Updated anti-virus protection, passcodes, no administrative rights for users and automatic lock down after 15 minutes of non-usage on all computers used to access the ICHA OSCAR EMR

#### ICHA's Privacy Notice Poster Displayed

#### Basic Office Supplies

#### Access to Fax Machine

Must be in a private area for the protection of personal health information

## ICHA Clinic Provisions Guideline – PSYCHIATRY

### ICHA

#### Physician Hours

Quantified and scheduled based on demographics served, onsite demand, physician availability and site capabilities.

#### OSCAR EMR Training for Support Staff

Provided prior to granting EMR access. Offered weekly on Tuesdays paired with initial privacy training at ICHA's administrative office – 59 Adelaide St. E, 2<sup>nd</sup> Floor. Flexible scheduling available when necessary.

#### Annual Privacy Training for Support Staff

Available with OSCAR EMR Training noted above. Provided via teleconference annually thereafter.

#### Central Secured Fax Line

ICHA's administrative assistant manages our central fax line. All personal health information received is flowed through this mechanism to prevent privacy-related breaches at the sites of our agency partners.

#### ICHA's Virtual Office

Administrative oversight is provided through our Virtual Office. This includes ongoing communication with physicians and site-assigned support staff. Our support "fills the gap" between clinic days. Responsibilities include; referral and laboratory follow-up, medical supply orders, hospital negotiations and coordinating Rx/appointment notifications.

### AGENCY PARTNER

#### Clinic Support Staff

One site-assigned staff member that is present and responsible for the clinic's activities. This person is responsible for:

- inputting demographics and other required information for scheduled patients into the EMR
- faxing relevant clinical documents (as required for the provision of the Services) at ICHA's direction
- scanning relevant clinical documents into the EMR at ICHA's direction
- assisting with follow up on referrals and supporting patients to attend external appointments when necessary
- attending annual ICHA Privacy Training

2-3 site staff members will need to be trained and able to use ICHA's EMR to perform the duties listed above.

#### Secured, Clean Examination Room

- affords patient privacy
- desk/table
- two chairs
- telephone
- printer
- scanner
- lockable cabinet reserved for ICHA in a secured, locked area
- regular professional cleaning that meets healthcare standards
- locked shred bin

#### Reliable Internet Connection

##### Computer Access

- Secured\* Desktop Computer for ICHA Physician
- Secured\* Desktop Computer for site support staff

\*Updated anti-virus protection, passcodes, no administrative rights for users and automatic lock down after 15 minutes of non-usage on all computers used to access the ICHA OSCAR EMR

#### ICHA's Privacy Notice Poster Displayed

#### Basic Office Supplies

#### Access to Fax Machine

Must be in a private area for the protection of personal health information

