ICHA Clinic Partnership 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 virtually and is done at the support staff member's pace through online training videos.

Annual Privacy Training for Support Staff

Available with OSCAR EMR Training noted above. Provided virtually on an annual basis hereafter.

Medical Supplies – First Order

- Thermometer and covers
- Drapes
- Biostrip Urine Reagent Strips + Multistick Urine Test Strips + Urine Cups
- Alcohol Swabs
- Polysporin Ointment
- Bandaids
- 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 (Regular & Large)
- Gloves
- Portable Diagnostic Kit + Stethoscope
- AA Batteries
- Panic Button
- Blood Glucose Monitor + Test Strips
- Scale + Height Measure
- Appointment Cards and Physician Stamp
- Dymo Label Maker
- Locked cabinet reserved for ICHA, stored in a secure, locked area

Central Secured Fax Line

ICHA's Clerical Assistants manage 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 Clerical Assistants. 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
- screening clients prior to the clinic to ensure they meet ICHA's mandate for services (ex. homeless or precariously housed)

To ensure ample coverage and flexibility <u>2-3 site staff members</u> 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 + stool
- sink and soap
- desk/table
- two chairs
- paper towels
- telephone
- printer and scanner
- bar fridge (set to minimum of 4 degrees)
- Lifelabs supplies
- <u>regular professional cleaning that meets healthcare standards</u>
- 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

Ongoing Clinic Supplies

Access to Printer and Fax Machine

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

ICHA Clinic Partnership Guideline – PSYCHIATRY

ICHA

Physician Hours

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

OSCAR EMR Training for Support Staff

Provided prior to granting EMR access. Offered virtually and is done at the support staff member's pace through online training videos.

Annual Privacy Training for Support Staff

Available with OSCAR EMR Training noted above. Provided virtually on an annual basis hereafter.

Central Secured Fax Line

ICHA's Clerical Assistants manage 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 Clerical Assistants. 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.

Supplies - First Order

Lockable cabinet reserved for ICHA, stored in a secure, locked area

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
- 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

Ongoing Clinic Supplies

Access to Printer and Fax Machine

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