

BEHAVIORAL OFFICE ASSESSMENT

PROVIDER/GROUP NAME: _____


DATE OF ASSESSMENT: _____

ASSESSMENT CONDUCTED BY: _____

TOPIC REQUIREMENT		PTS	YES	NO	N/A	COMMENTS
I.	FACILITY ACCESS/APPEARANCE (EXTERIOR)	9 Total Points				
A.	<i>Building & Ground Maintenance</i>	(4 Points)				
	✓ Address visible	1				
	✓ Outside clean, well kept	1				
	✓ Exterior doors accessible and not blocked/handrails stable/secure, if present	1				
	✓ Walkways free of hazards/obstructions (i.e. potholes/tree roots)	1				
B.	<i>Parking</i>	(1 Points)				
	✓ Adequate parking in close proximity to office	1				
C.	<i>Handicap Access (Exterior)</i>	(4 Points)				
	✓ Curb ramp present	1				
	✓ Doors open easily (automatic or semi-automatic) or provisions have been made to provide assistance.	1				
	✓ Door width is adequate for wheelchair	1				
	✓ If elevators (exterior or interior): <ul style="list-style-type: none"> ■ Elevator buttons accessible (low enough) ■ ADA provisions: Braille/auditory references in elevator ■ Doors wide enough for wheelchair access ■ Emergency phone available in elevator 	1				
SUBTOTAL:		9				
II.	FACILITY ACCESS/APPEARANCE (INTERIOR)	17 Total Points				
A.	<i>Handicap Access (Interior)</i>	(3 Points)				
	✓ Ramps if different levels	1				
	✓ Reception counter wheelchair accessible	1				
	✓ Doors/halls wide enough for wheelchair access	1				
B.	<i>Bathrooms</i>	(3 Points)				
	✓ Clean	1				
	✓ Appropriately stocked (soap, paper towels, toilet seat covers)	1				
	✓ At least 1 bathroom in building is wheelchair accessible with grab bars.	1				
C.	<i>Office Appearance/Signage</i>	(6 Points)				
	✓ Practitioner name on office suite door and/or practitioner listed in building directory	1				
	✓ Non-discriminatory practices based on race, age, sex or ethnicity must be posted OR must be in office practice brochure	1				
	✓ Routine housekeeping and maintenance are evident (office clean, uncluttered, comfortable)	1				

- Shaded Box = N/A is not an option


TOPIC REQUIREMENT		PTS	YES	NO	N/A	COMMENTS
	✓ Adequate seating in waiting room/ (No one standing)	1				
	✓ Adequate lighting provided for reading	1				
	✓ Exit signs clearly visible	1				
D.	Entry/Hallways					(3 Points)
	✓ Obstruction Free	1				
	✓ Fire extinguishers available/serviced within last year	1				
	✓ Smoke detectors/sprinklers present, if applicable	1				
E.	Emergency Evacuation					(2 Points)
	✓ Policy & Procedure or process in place for emergency evacuation	2				
SUBTOTAL:		17				
III.	PATIENT RIGHTS/PRIVACY/CONFIDENTIALITY					10 Total Points
	✓ Staff sign confidentiality agreements	2				
	✓ Policy/process for the "release of treatment record information" (PHI) <ul style="list-style-type: none"> • Written authorization form is required for the release of treatment records) • Identification required to ensure release to patient or authorized representative 	2				
	✓ Notice of "Privacy Practices" is prominently displayed	2				
	✓ Process is in place to verify identity of an individual on the phone prior to releasing PHI	2				
	✓ An area is provided where financial, and insurance discussions will not be overheard by other patients	2				
SUBTOTAL:		10				
IV.	Clinical Setting					6 Total Points
	✓ Consultation/therapy area can accommodate individual & family therapy in a confidential manner	3				
	✓ Accommodations available for group treatment modalities	3				
SUBTOTAL:		6				
V.	PHARMACY					16 Total Points
A.	Medication Storage					(4 Points)
	✓ All medication stored in a secure manner with access limited to only authorized persons	2				
	✓ Medication Expiration dates are monitored and expired medication is discarded (includes samples)	2				
B.	Prescription Pads					(4 Points)
	✓ All inaccessible to patients	2				
	✓ Stored in locked drawer or closet	2				
C.	Controlled Substances (if applicable)					(8 Points)
	✓ Logs kept and narcotics accounted for	2				
	✓ Limited access/locked cabinet	2				

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TOPIC REQUIREMENT		PTS	YES	NO	N/A	COMMENTS
	✓ Written procedures for narcotics/ (Only authorized personnel to dispense)	2				
	✓ Disposal of unused and/or expired narcotics	2				
SUBTOTAL:		16				
VI.	RECORD KEEPING PRACTICES	27 Total Points				
A.	General	(27 Points)				
	✓ Treatment records are kept in a systematic order	2				
	✓ A treatment record is maintained for each patient	2				
	✓ Contents fastened securely	2				
	✓ Stored in secure area away from patients	2				
	✓ Identify person responsible for maintaining safekeeping of medical records	2				
	✓ Each page has patient identifying information (or assigned number)	2				
	✓ Process/process to document/update current medications	2				
	✓ Procedure/process for communicating evaluation and treatment information to the members PCP and other healthcare professionals, as appropriate.	3				
	✓ Documentation of telephone calls and follow-ups are incorporated in the medical record	2				
	Records include (at a minimum) the following:					
	✓ Demographic information (insurance/address/telephone/emergency contact, etc.)	2				
	✓ Form or area in record, or procedure/process for documenting treatment history, which may include clinical history, treatment plan and follow-up recommendations	2				
	✓ Allergies noted on one central location, including affirmation of "No Known Allergies"	2				
	✓ Form or area documenting patient consent for services	2				
SUBTOTAL:		27				
VII.	ACCESS & AVAILABILITY	15 Total Points				
A.	No Show/Call Back	(2 Point)				
	✓ Procedure/process for documenting communication and/or attempted communication with member following a missed appointment.	2				
B.	Appointment System	(6 Points)				
	✓ Routine Office Visit within 10 business days (Next Available Appt _____)	2				
	✓ Urgent Care within 48 hours	2				
	✓ Non-life threatening emergency within 6 hours	2				
C.	After Hour Coverage	(2 points)				
	✓ Patients advised of after hour care arrangements and how to contact	2				
D.	Telephone	(3) Points)				

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TOPIC REQUIREMENT		PTS	YES	NO	N/A	COMMENTS
	✓ Practice has process for monitoring telephone access with standards in place <ul style="list-style-type: none"> • Callers reach a non-recorded voice within 30 seconds • Abandonment rates do not exceed 5 percent at any given time 	1				
	✓ Telephone calls for appointments are triaged/screened by appropriate personnel.	1				
	✓ Policy and standards related to returning phone calls	1				
E.	<i>Non-English Speaking</i>					<i>(1 Point)</i>
	✓ Process for accessing interpreter services	1				

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TOPIC REQUIREMENT	PTS	YES	NO	N/A	COMMENTS
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F.	<i>Hearing Impaired</i>					<i>(1 Point)</i>
	✓ Process for communicating with the hearing impaired	1				
	SUBTOTAL:	15				
	TOTALS:					

PROVIDER/PROVIDER REPRESENTATIVE NAME: _____


PROVIDER/PROVIDER REPRESENTATIVE SIGNATURE: _____

DATE: _____

BHO REPRESENTATIVE NAME: _____

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DATE: _____

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