



## Urgent Care Center Evaluation Minimum Qualifications

Goal: To distinguish between offices which provide extended office hours from those, which provide true urgent care services. Overrides or exceptions to minimum qualifications may only be determined by the IEHP Chief Medical Officer and/or the appropriate IEHP committee based on business need.

### Minimum Qualifications:

1. MD/DO/NP/PA is on-site during hours of operation. MD/DO must have a primary care specialty (Family Practice, Internal Medicine, or Pediatrics) or Emergency Medicine as a specialty. Urgent care must maintain coverage for all ages and genders during all hours of operation.
  - a. An on-site Nurse Practitioner (NP) must have the following:
    - i. A supervising MD/DO who are credentialed with IEHP or delegated contractors with the stated specialties available to contact for consultation during all hours of operation.
    - ii. Appropriate Standardized Procedures are in place.
    - iii. Standardized Procedures and Supervisory Guidelines are revised updated and signed by both the supervising physician and NP when changes in scope of services occur.
    - iv. The supervising physician must review, countersign, and date a sample of at least ten percent (10%) of the medical records of Patients treated by the NP within thirty days of the date of the NP's treatment.
    - v. Each NPMP that prescribes controlled substances has a current and valid DEA Registration Number as appropriate.
  - b. An on-site Physician Assistant (PA) must have the following:
    - i. A supervising MD/DO who are credentialed with IEHP or delegated contractors with the stated specialties available to contact for consultation during all hours of operation.
    - ii. Practice agreement signed and dated by both the PA and supervising physician and updated appropriate.
    - iii. Supervisory Guidelines are included in the practice agreement.
    - iv. The supervising physician must review, countersign, and date a sample of at least ten percent (10%) of the medical records of Patients treated by the PA within thirty days of the date of the PA's treatment.
    - v. Each NPMP that prescribes controlled substances has a current and valid DEA Registration Number as appropriate.

2. Triage and/or telephone advice is performed by appropriately licensed personnel: MD/DO, NP, PA or RN. LVNs and non-licensed staff are not allowed to perform triage and/or provide telephone advice.
3. Laboratory Services: Members must have immediate access to a laboratory on-site with ability to perform all laboratory tests specified as waived by California Laboratory Improvement Amendment (CLIA) and results available to the Member and PCP.
  - Urine HCG
  - Hemoglobin or Hematocrit
  - Blood Glucose
  - Urine Dip
  - Rapid Strep
  - STD collection materials
4. Radiology Services: On-site or immediate access to diagnostic radiology services (plain film x-rays) with urgent results made available to Member and PCP.
  - Chest & Limb x-rays
5. Language Services: Members must have access to the following language services at all times;
  - Telephonic (Over 100 Languages): IEHP provides 24/7 access to telephonic interpreter services to Members and Providers by contacting Member Services during business hours. After business hours, Members and Providers can call the 24-Hours Nurse Advice Line at 1-888-244-IEHP (4347) to access interpreter services.
  - Video Remote Interpreting (ASL Only): IEHP provides 24/7 access to Video Remote Interpreting (VRI) services to Members and Providers. For set up and technical assistance, contact IEHP Provider Relations at 909-890-2054. Urgent Care is responsible for the cost, maintenance, and connectivity (Wi-Fi, Cellular, LAN) of IEHP approved VRI equipment (See Attachment A: Urgent Care Video Remote Interpretation Approved Devices and Technical Specifications).
6. Equipment:
  - EKG Machine
  - Nebulizer
  - Splinting materials
  - Wound irrigation supplies
  - Ear and Eye irrigation supplies
  - Eye Tray
  - Suture kits and materials
  - Dressing supplies
  - Suction machine and catheters (Recommended)
  - NG tubes (Recommended)
  - Wood's Lamp (Recommended)
  - Oxygen
  - Pulse Oximetry

7. Medication:

- Albuterol for inhalation
- Epinephrine 1:1,000 for anaphylaxis
- Benadryl IM or PO
- Burn Dressing
- Tylenol and Motrin
- Anti-nausea
- Anti-diarrhea
- Injectable Antibiotics
- Tdap
- Xylocaine
- Fluorescein Strips

8. Emergency transport policy/action plan.

9. Receive a score of 80% or greater on the “IEHP Urgent Care Center Evaluation Tool” without any critical element deficiencies. Audits which score less than 90% collectively or less than 80% on any one section will require a Corrective Action Plan (CAP). Assignment of “Urgent Care” status will not be given until the CAP process is complete.

10. Additional requirements:

- Minimum Hours of Operation: Monday through Friday, 5 p.m. to 8 p.m. The Urgent Care facility must be open at least four (4) hours on Saturday, Sunday and the major holidays as listed below.
  - New Year Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas Day
- Must service all ages and genders during all hours of operation.
- Bilingual Staff: Must have bilingual staff (minimum English and Spanish).

<input type="checkbox"/> Provider <u>does meet</u> the minimum qualifications as described above and understands that Inland Empire Health Plan will conduct an onsite audit every three (3) years to validate Providers status as an Urgent Care Facility.	
<input type="checkbox"/> Provider <u>does not meet</u> the minimum qualifications as described above	
Urgent Care Name:	
Urgent Care Address:	
Urgent Care Hours:	
Physician Signature:	Date:
Print Physician’s Name:	

**Please return this page via fax to (909) 477-8547**