

Office & Practice Overview

Assessment Measures	Standard	Link to Standard
The physical environment of the clinic is acceptably clean and in good repair (includes clinic, exam rooms, waiting area and equipment).	IPAC Standards G.5.2.1	IPAC Standards
Drugs and drug samples used in the clinic are stored in secure locations.	Standards of Practice Dispensing of Schedule 1 or 2 drugs by a Physician for a fee - Item 10	Dispensing Schedule SOP
Examination rooms are equipped to support the examinations that are required in this practice.	Quality Indicator	Quality Indicator
There is an established process/ procedure for patient triage in the clinic. How does physician ensure that patients have reasonable access to service?	Quality Indicator	Quality Indicator
Arrangements are in place for patients to access the medical team after office hours	Standards of Practice Continuity of Care - Section 1.f	Continuity of Care
There is a process in place for timely review of lab, DI and consult reports	Standard of Practice Continuity of Care - Section 1.c	Continuity of Care
There is a process in place to arrange for follow-up of test investigations (lab, DI, consultant, etc.)	Standard of Practice Continuity of Care - Section 1.d	Continuity of Care
There is a process in place to address and document failed attempts to notify a patient re follow-up care	Standard of Practice Continuity of Care - Section 1.e	Continuity of Care
There is a process in place to ensure that patients are not lost to follow-up (test of reasonableness)	Quality Indicator	Quality Indicator
There is a process in place to track requests for consultations	Quality Indicator	Quality Indicator
There is a " timed-recall " process in place (timed interventions)	Quality Indicator	Quality Indicator

Chart Review - Recall

Assessment Measures	Standard	Link to Standard
Health context information is complete and updated regularly including: family, social, past medical history, allergies and identified risk factors (smoking, ETOH, drug use/abuse etc.)	Patient Record Content 2 C	Patient Record Content
Patient information is accessible/readily available. (easily retrievable) Note: This pertains to the whole patient record not a specific visit	Quality Indicator	Quality Indicator
The main problem(s) is/are clearly stated including the duration of symptoms.	Patient Record Content 1Bi; 2Ai	Patient Record Content
History of the problem(s) is/are complete (History is reasonable and adequate, includes pertinent positives/negatives).	Elements of Quality	Elements of Quality
Physical exam is performed and findings noted including pertinent positives and negatives.	Elements of Quality	Elements of Quality
There is appropriate exploration of differential diagnostic possibilities when indicated.	Elements of Quality	Elements of Quality
There is an appropriate working diagnosis.	Elements of Quality	Elements of Quality
Investigation of the problem is appropriate including lab and DI test requests.	Elements of Quality	Elements of Quality
Management plan is appropriate including drug, non-drug and next steps.	Elements of Quality	Elements of Quality
Medication choices are appropriate including dose, quantity, education, and monitoring (includes opioid agreements when applicable).	Elements of Quality	Elements of Quality
Warnings provided to patient about recognizing adverse changes and what to do.	Elements of Quality	Elements of Quality
Request for referrals/consultations is appropriate.	Referral Consultation Process Section 1-3	Referral Consultation Process
Referral requests identify the purpose and the salient clinical features.	Referral Consultation Process Section 6d i-vii	Referral Consultation Process
Use of health care resources is appropriate.	Choosing Wisely Family Practice Guideline	
Lifestyle factors are considered in determining management.	Elements of Quality	Elements of Quality

Question	Standard	Link to Standard
Follow-up plan is clear and concise.	Elements of Quality	Elements of Quality
Was there appropriate recognition and response to all aspects of assessment/investigation (clinical cues): <ul style="list-style-type: none"> • History • Physical Exam • Investigations 	Elements of Quality	Elements of Quality
Patient is receiving appropriate preventative strategies (i.e. screening, weight control, immunizations etc.) Can physician identify panel patients? Is there an established process for carrying out screening/prevention recommendations?	TOP Guidelines Alberta Screening and Prevention	Elements of Quality
Immunizations, growth monitoring and developmental milestones were reviewed for pediatric patients.	Elements of Quality	Elements of Quality
The Alberta pre-natal/antenatal form was completed.	Alberta Antenatal Care Form Elements of Quality	Elements of Quality
An appropriate assessment was done for risk of suicide/self-harm.	Elements of Quality	Elements of Quality
When anxiety or depression is diagnosed, an appropriate assessment was done to establish a diagnosis and the severity of the condition.	Elements of Quality	Elements of Quality