Section 5A: Administrative

STANDARD – Patient Confidentiality

5.1A All facility personnel must ascribe to professional principles of patient-physician confidentiality as required by federal, state, local or institutional policy or regulation.

STANDARD – Patient or Other Customer Complaints

5.2A There must be a policy in place outlining the process for patients or other customers to issue a complaint/grievance in reference to the care/services they received at the facility and how the facility handles complaints/grievances.

STANDARD – Primary Source Verification

5.3A There must be a policy in place identifying how the facility verifies the medical education, training, appropriate licenses and certifications of all physicians as well as the licensing, certification and training of all staff members and any other direct patient care providers.

STANDARD – Record Retention

5.4A All medical records, including archived images, must be retained in accordance with applicable state or federal guidelines for medical records, generally five to seven years.

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