
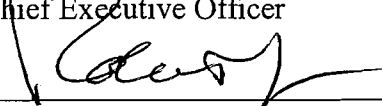



**KERN HEALTH SYSTEMS
POLICIES AND PROCEDURES**

SUBJECT: General Exam Guidelines		INDEX NUMBER 2.01	Page 1 of 2
SECTION: Quality Improvement		ISSUE DATE: <i>June 1, 2002</i>	
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Approved		Date	<i>4/3/02</i>
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Approved		Date	<i>3/6/02</i>
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POLICY¹:

KHS practitioners will provide medical exams according to the general guidelines outlined in this policy and procedure.

PURPOSE:

To provide guidelines for the performance of medical exams.

PROCEDURE:

1.0 PATIENT IDENTIFICATION

The patient's correct identification must be checked at all points in the office. Close attention should be paid to correct spelling and accurate information.

All office personnel responsible for the patient or performing any treatment for the patient must check the identity of the patient prior to beginning the treatment by directly questioning the patient/patient representative about his/her name. This action is intended to prevent misadministration of medications or treatments. Orders must be verified to ensure accuracy of treatments.

2.0 PATIENT PRIVACY

Patients must be afforded all possible efforts to ensure privacy is protected during physical exams. Doors must be closed when the exam is in progress. Privacy curtains must be drawn if available

POLICIES AND PROCEDURES

SUBJECT: General Exam Guidelines	INDEX NUMBER 2.01	Page 2 of 2
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and appropriate. Patients must be draped to afford privacy.

3.0 CONFIDENTIALITY

Verbal and written communications must be kept confidential as outlined in KHS confidentiality policies and procedures.

4.0 USE OF CHAPERONES DURING PHYSICAL EXAMS

KHS recommends that the following guidelines of the American Medical Association be adopted by each contracted practitioner/provider².

From the standpoint of ethics and prudence, the protocol of having chaperones available on a consistent basis for patient examinations is recommended. A policy that patients are free to make a request for a chaperone should be established in each health care setting. This policy should be communicated to patients, either by means of a prominent notice or preferably through a conversation initiated by the intake nurse or the physician. The request by a patient to have a chaperone should be honored.

An authorized health professional should serve as a chaperone whenever possible. The identity of the chaperone should be recorded in the note of the examination. If a patient is offered and declines the use of a chaperone, the practitioner should document this fact in the medical record.

In their practices, physicians should establish clear rules about respecting patient privacy and confidentiality to which all chaperones must adhere. If a chaperone is to be provided, a separate opportunity for private conversation between the patient and the physician should be arranged. The physician should keep inquiries and history-taking, especially those of a sensitive nature, to a minimum during the course of the chaperoned examination.

5.0 APPOINTMENT SCHEDULING AND FOLLOW-UP

PCPs are responsible for basic follow-up on missed appointments. The PCP is required to have office policies and procedures on missed appointments. PCPs should review the medical record of every KHS Plan member that has missed a scheduled appointment and direct staff to re-schedule the appointment in order to keep the member up to date with all preventive treatment and rule out acute or chronic care issues. The PCP/staff should contact the member to reschedule and document same in the member's record. Member response to all follow up contacts must also be documented in the medical record.

If a visit is urgent, the member must be referred appropriately.

¹ **Revision 2002-04:** Created to combine various general exam guideline listed in multiple policies. Information moved from #3.22 – Referral Policy. Replaces #2.25 – Use of Chaperones During Physical Exams.

² Council on Ethical and Judicial Affairs of the American Medical Association, June 1998