

RISK MANAGEMENT PROTOCOLS

A copy of our current handbook includes protocols that define appropriate treatment and diagnostic procedures for selected medical conditions based on current standard of care. Our "Standing Clinical Orders" outlining our policies and procedures in place for the provision of appropriate supervision and back-up of clinical staff. At all times, there is a physician or nurse practitioner available except as indicated on the Standing Orders.

For every patient seen at **CLINIC NAME**, medical records will be maintained. We have a system in place for tracking those patients who miss appointments, require follow-up referrals, laboratory and x-ray results. The Medical Director periodically reviews patients' medical records to determine quality, completeness and legibility.

Our medical policy committee meets regularly and more often if needed to review and assess quality assurance issues. This committee considers findings from its peer review process when reviewing and/or revising the quality assurance plan. The committee will also utilize these findings to modify policies that will improve patient care.

CLINIC NAME's volunteer health professionals will have the opportunity to annually participate in risk management continuing education activities that are offered by hospitals and continuing educational programs in the community.

When a health professional is "deemed" by the Federal Tort Claims Act (FTCA). **CLINIC NAME** will assure that each volunteer has a copy of the PIN 2011-02 and that his/her questions regarding FTCA medical malpractice coverage has been addressed.

Board Signature