



<b>Policy Title:</b>	<b>Office Standards, Protocols and Availability</b>		
<b>Policy Number:</b>	CRM - 008	<b>Effective Date:</b>	05/06/10
		<b>Last Revision Date:</b>	09/18/14
		<b>Last Approval Date:</b>	09/22/2016
<b>Responsible Area/Individual:</b>	Credentialing		
<b>Purpose:</b>	To outline minimum credentialing and participation criteria pertaining to network facilities.		
<b>Regulation Reference:</b>			

**POLICY:**

It is the policy of Fulcrum Health, Inc. that network practitioners adhere to established office standards and protocols as a condition of practitioner participation in the provider network.

**PROCEDURE:**

In conjunction with and in addition to the eviCore practitioner credentialing and recredentialing criteria, Fulcrum Health, Inc. has established additional minimum office standards for participation in the provider network.

**A. Office Standards**

1. The facility must have a professional appearance to provide a safe, clean environment for patients, visitors and staff. The facility must be a non-smoking environment.
2. The facility must have a reception/waiting room with adequate seating for multiple individuals other than the facility staff.
3. The facility should be staffed with a staff person who is present during patient contact hours. Additional staffing is required if the facility is treating 30 or more patients per day.
4. The facility should have clearly marked office sign(s) that identifies the licensed care of the practitioner.
5. The facility must have at least one private examination/treatment room that is clean, neat, properly equipped and provides privacy to the patient.
  - a. Facilities that only have open-bay treatment arrangements are ineligible for network participation.



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6. The facility must show appropriate hygienic washing facility for staff, machines and tables, therapy equipment, evidence of practicing measures i.e. hand use of disinfectant on use of gel electrodes on face paper on tables.
7. The facility should not be associated / owned by a gym or health club and must not be a mobile service vehicle.
  - a. If housed in a gym or health club, the facility must have its own entrance, private reception area and treatment rooms and meet all the minimum requirements outlined in this policy.
  - b. Practitioners who are employees of a gym or health club are not eligible to participate as network providers.
8. Home offices must be properly licensed if the jurisdiction requires it to be licensed, separate from the home and has the standard configuration for an office in relation to the majority of the other practitioners in the geographic region.
9. The facility must have a rest room available for a patient that is clean and neat.
10. The facility in which the office resides must be current with all federal, state and local building regulations, including fire safety & suppression and handicap accessibility expectations.
11. The practitioner must maintain general liability insurance for coverage within the premises where services are rendered.
12. Patient files/records must be easily retrievable by the staff and are protected from public access.
14. Nutritional supplements must be stored so they are out of reach of children.
15. If practitioner performs animal chiropractic, all state guidelines must be fulfilled to include separate waiting room, treatment rooms and entrances.

### **B. Routine Office Procedures**

1. The practitioner must incorporate differential diagnosis, which meets or exceeds community standards or those set by Fulcrum Health, Inc. as an integral part of the patient intake procedures and not limit the diagnosis/ clinical impression solely to the detection of subluxation. The assessment must be documented in the patient record.
2. The practitioner shall be able to demonstrate that patients are referred to, or consultations are conducted with other specialists and physicians when appropriate and clinically necessary.
3. Any one practitioner, regardless of the size of the facility, must not treat more than ten patients per hour.



**C. Availability**

1. A non-emergency/ non-urgent care patient must be offered an appointment within five (5) days from the time a request for appointment until treatment is rendered.
2. A patient with urgent needs must not wait more than twenty-four hours from the time of request for appointment until treatment is rendered.
3. Patients must not wait in the reception room for treatment for more than an average of thirty minutes.
4. The practitioner or staff should return urgent patient calls with appropriate instructions within thirty minutes of the initial outreach.
5. The facility must have an answering machine or service available 24 hours per day seven (7) days per week that clearly identifies the office and contains directions for obtaining care if the practitioner is not available and includes instructions regarding emergency services care.

**REFERENCES / ATTACHMENTS**

eviCore Policy C-2 - Participating Practitioner Credentialing/Recredentialing Criteria  
eviCore Policy C-3 - Credentials Verification

**Document History:**

Date	Update
9/22/16	Fulcrum Health, Inc. brand