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## Standards for Outpatient Facilities – Final Checklist

Name of the Facility: \_\_\_\_\_

Date of Inspection: \_\_\_\_/\_\_\_\_/\_\_\_\_

Ref.	Description	Yes	No	Remarks
<b>5</b>	<b>Standard One: Registration and Licensure Procedures</b>			
<b>5.4.</b>	<b>The health facility should develop the following policies and procedures; including but not limited to:</b>			
5.4.1.	Patient Assessment and referral criteria			
5.4.2.	Patient education and Informed consent			
5.4.3.	Patient health record			
5.4.4.	Infection control measures and hazardous waste management			
5.4.5.	Incident reporting			
5.4.6.	Patient privacy			
5.4.7.	Medication management			
5.4.8.	Emergency action plan			
5.4.9.	Patient referral/transfer			
5.4.10.	Fall risk policy			
5.4.11.	Sentinel event policy.			
5.4.12.	Pain assessment			
5.4.13.	Patient complaint			
5.4.14.	Service description and scope of service			
5.4.15.	Clinical audit, quality performance management and learning system			

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5.4.16.	Staffing plan, staff management and clinical privileging.			
5.4.17.	Stay Visit Certificate			
5.4.18.	Waiting time or delay in service			
5.4.19.	Fire safety plan			
5.4.20.	Immunization (if applicable)			
5.4.21.	Sick-leave.			
5.6.	The health facility shall maintain charter of patients' rights and responsibilities posted at the entrance of the premise in two languages (Arabic and English).			
5.7.	The health facility shall have in place an equipment management plan including record periodic preventive maintenance as per manufacture recommendations.			
5.8.	The health facility shall ensure it has in place adequate lighting and utilities, including temperature controls, water taps, medical gases, sinks and drains, electrical outlets and communications.			
<b>6.</b>	<b>Standard Two: Health Facility Requirements</b>			
6.2.	Health facilities providing outpatient services shall install and operate equipment required for provision of the proposed services in accordance to the manufacturer's specifications.			
<b>6.4.</b>	<b>The health facility shall ensure the following:</b>			
6.4.1.	Easy access to the health facility and treatment areas for all patient groups.			
6.4.3.	A Safe environment where the qualified personnel, facilities, equipment, and if applicable, emergency drugs and equipment are immediately available.			
6.4.4.	Easy access to people of determination.			
6.4.5.	Ensure patients privacy in all consultation, examination rooms and treatment rooms.			
6.5.	The Outpatients facility should be designed to minimise the ambient noise level within the facility and transmission of sound between consult/treatment areas, staff areas and public areas.			
6.8.1.	Patient washrooms shall be near to the ultrasound room and easily accessible, with a nursing call system.			
6.10.	The facility shall be aware of not using carpets in examination and treatment room.			

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6.10.1.	If used in patient waiting areas and corridors, carpet should be glued or stretched tight and free of loose edges and wrinkles.			
6.11.1.	If the clinic has two floors, there must be a treatment room/ Dental room on the ground floor to accommodate people of determination and elderly patients in case the elevator is not operational.			
6.12.	Adding real or artificial plants are strictly prohibited in all outpatient facilities to prevent the spread of infection. However, exceptions apply for the reception and waiting areas where such additions are permissible as they do not involve treatment procedures.			
6.13.	The health facility shall have IT, Technology and Health Records services which includes and not limited to:			
6.14.	<b>Assessment rooms may be shared with the regular treatment room; however, if separate, it shall ensure the availability of the following:</b>			
6.14.1.	Well-equipped with accurate monitoring devices			
6.14.2.	Adequate space and lighting			
6.14.3.	Specified area for documentation			
6.14.4.	Hand washing station			
6.14.5.	Hazard signs for patient safety			
6.14.6.	Ventilated room			
6.15.	<b>Outpatient facilities shall ensure providing sterilization room with the following requirements:</b>			
6.15.3.	Access to the sterilization room should be restricted. This room should contain High-Vacuum steam sterilizers and sterilization equipment to accommodate heat sensitive equipment.			
6.15.6.	There must be a dedicated specific space (not less than 2 square meters) for cleaning and sterilization of dental instruments. Instruments sterilization and cleaning should not be executed inside the dental room. The instrument processing area, physically or, at a minimum, spatially, into 3 distinct areas for:			
a.	Decontamination (soiled items)			
b.	Preparation, packaging and sterilization (clean items)			
c.	Sterile storage (sterile items).			

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6.15.7.	Ensure one-way workflow, from contaminated to clean area.			
6.15.11	Ensure the availability of a deep sink in the sterilization room.			
<b>6.16.</b>	<b>All Outpatient facilities providing vaccinations shall ensure the following requirements:</b>			
6.16.1.	Patient's privacy			
6.16.2.	Adequate handwashing facilities for staff, and antimicrobial hand sanitizers available			
6.16.3.	Equipped with the necessary medical supplies, waste disposal			
6.16.5.	Proper storage for vaccines with continues temperature monitoring with alarm system (for out of range temperature alarming)			
6.16.8.	Uninterrupted Power System (UPS)			
6.16.9.	Vaccine carrier with digital thermometer			
<b>8.</b>	<b>Standard Four: Laboratory and Diagnostic Services</b>			
8.3.	Blood collection should be done in the:			
8.3.1.	Phlebotomy room if there is an in-house laboratory.			
8.3.2.	Patient's bedside at the treatment and/or procedure rooms if the lab service is outsourced.			
8.4.	Phlebotomy room shall have a seating space, a work counter, a hand-washing station, and a reclining chair or gurney for patients who become unsteady.			
8.4.1.	Rooms should be equipped with sharp box, foot-operated medical waste bin, general waste bin and medical fridge for samples storage, ice packs, sample carrier, and sample log book if the lab is outsourced.			
8.5.1.	Hand-washing stations and counter sinks			
8.5.2.	Communications service			
8.5.3.	Electrical service.			
8.6.	Laboratory area shall have appropriate facilities for storage and refrigeration of blood, urine, and other specimens.			
8.7.	Storage cabinets or closets for Clinical laboratory shall be provided.			
<b>10.7.5.</b>	<b>Medical Equipment's required for Nitrous Oxide:</b>			
a.	Nitrous Oxide Delivering system			

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b.	Emergency crash cart with proper supplies and medication			
c.	Oxygen supply			
d.	Suction apparatus with different size suction tubes			
e.	Airway equipment: appropriately sized oral airways, endotracheal tubes, laryngoscopes, oxygen masks and laryngeal masks			
f.	Defibrillator			
g.	Pulse oximeter			
h.	Electrocardiographic (ECG) monitor			
i.	Blood pressure apparatus with different size cuffs			
j.	Refrigerator for pharmaceuticals.			
<b>11.</b>	<b>Standard Seven: Infection Control</b>			
11.9.	The facility shall provide colour coded bins that all healthcare professionals must adhere to the correct segregation of the waste as per the waste type:			
11.9.1.	Yellow for medical waste bins			
11.9.2.	Black for general waste bins			
11.10.	Providing Medical waste, general waste and foot-operated medical waste bins in all treatment/procedures and examination rooms.			
11.12.	A hand-washing station with a hands-free operating tap and liquid or foam dispensers shall be provided in all examination, treatment and procedures room.			
11.12.1	Wall-mounted non-refillable soap dispensers should be provided in all examination, treatment and procedures room.			
11.12.2	Wall-mounted tissue dispensers should be provided in all examination, treatment and procedures room.			
11.12.3	Non-refillable hand sanitizer dispenser shall be provided in addition to hand- washing stations.			
11.13.	Sinks shall be designed with deep basins, made of porcelain, stainless steel, or solid surface materials.			
11.16.	The curtains shall be easily washable and subject to regular changes to uphold infection control, ensuing a hygienic environment for patients and staff.			

<b>11.17.</b>	<b>Dental infection control measures shall be used in the facility to prevent or reduce the potential for disease transmission, measures shall include but, not limited to the following:</b>			
11.17.2	Hand Hygiene			
11.17.3	Personal protective equipment			
11.17.6	Medical waste management			
11.17.7	Dental unit water lines, bio-film and water quality.			
11.17.8	Dental hand-pieces and other devices attached to air and water lines.			
<b>14.</b>	<b>Standard Ten: Patient Care</b>			
14.5.3.	There should be evacuation maps posted in the facility to indicate current locations marked with "You are here" to provide information regarding escapes routed and emergency exists.			
14.7.	The facility shall ensure displaying emergency contact numbers for accessible communication during urgent situations.			
<b>App 1.3</b>	<b>Minimum Emergency Medical Equipment for Polyclinic Facility</b>			
App 1.3. a	AED			
App 1.3. b	Crash Cart (recommended)			
App 1.3. c	Oral airways with different sizes based on specialties.			
App 1.3. d	oxygen cylinder			
App 1.3. e	Nebulizer			
App 1.3. f	Suction machine with suction tubes			
App 1.3. g	oxygen masks.			
<b>App 1.6</b>	<b>Minimum Emergency Medical Equipment for Speciality Clinic Facility</b>			
App 1.6. a	AED			
App 1.6. b	Crash Cart (recommended)			
App 1.6. c	Oral airway with different size.			
<b>App 1.9</b>	<b>Minimum Emergency Medical Equipment for General Clinic Facility</b>			
App 1.9.a	AED			
App 1.9.b	Oral airways with different sizes based on specialties.			
App 1.9.c	oxygen cylinder			
App 1.9 d	Nebulizer			
App 1.9.e	Suction machine with suction tubes			
App 1.9. f	oxygen masks.			

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App 1.12		Minimum Emergency Medical Equipment for express Clinic facility		
App 1.12.a	AED			
App 1.12. b	Oral airways with different sizes based on specialities.			
App 1.12.c	oxygen cylinder			
App 1.12. d	Nebulizer			
App 1.12. e	Suction machine with suction tubes			
App 1.12. f	oxygen masks.			
App 1.15		Minimum Emergency Medical Equipment for General Dental Clinic		
App 1.15.a	AED			
App 1.15. b	Oral airways with different sizes based on specialities.			
App 1.15.c	oxygen cylinder			
App 1.15. d	Nebulizer			
App 1.15. e	Suction machine with suction tubes			
App 1.15. f	oxygen masks.			
App 1.18		Minimum Emergency Medical Equipment for Hotel Clinic facility		
App 1.18. a	AED			
App 1.18. b	If the hotel clinic has medical services the following additional requirement should be available			
App 1.18.c	Oral airways with different sizes based on specialities.			
App 1.18. d	oxygen cylinder			
App 1.18. e	Nebulizer			
App 1.18. f	Suction machine with suction tubes			
App 1.18. g	oxygen masks.			
App1.21		Minimum Emergency Medical Equipment for Company Clinic facility		
App1.21. a	AED			
App1.21. b	If the Company Clinic has medical services the following additional requirement should be available			
App1.21.c	Oral airways with different sizes based on specialities.			
App1.21. d	oxygen cylinder			
App1.21. e	Nebulizer			
App1.21. f	Suction machine with suction tubes			
App1.21. g	oxygen masks.			