



Facility Standards for Practitioners and Providers

To ensure the quality, safety and accessibility of office sites where care is delivered, we have office standards for practitioners and providers for:

- Accessible equipment
- Physical accessibility
- Physical appearance
- Adequacy of waiting and examining room space
- Adequacy of medical record/treatment record keeping

Providers are required to comply with the American with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973.

Monitoring

We continually monitor and investigate every member complaint about quality, safety and accessibility at practitioner offices and provider sites. We conduct site visits to assess compliance with our standards for physical accessibility, physical appearance, adequacy of waiting and exam room space, medical record/treatment record keeping. A passing score of 90% is considered compliant. For more information, please see our Site Visits for Provider Office-Facility Quality policy when you log in at hap.org.

Resources for Providers

Below are some helpful resources to assist you in facility compliance.

ADA resources	<ul style="list-style-type: none"> • 2010 ADA Standards for Accessible Design • Access To Medical Care For Individuals With Mobility Disabilities • Health Care and the Americans with Disabilities Act
OSHA Resources	<ul style="list-style-type: none"> • OSHA Compliance Checklist for Medical Offices • Compliance Assistance Quick Start • https://www.osha.gov/clinicians
Michigan Register	338-3143; 333.17745 Michigan Register website

Our standards can be found on the next page.

Standards

For	Standards and Guidelines
Accessible Equipment	<ul style="list-style-type: none"> • Provide accessible equipment for members with physical or mental disabilities for treatment and diagnosis, including but not limited to: <ul style="list-style-type: none"> - Adjustable-height exam tables and chairs - Wheelchair-accessible scales - Adjustable-height radiologic equipment - Portable floor and overhead track lifts, and gurneys and stretchers
Physical Accessibility	<ul style="list-style-type: none"> • Ease of entry into the building, including but not limited to: <ul style="list-style-type: none"> - Entrance ramp available - Wide entrances - Designated accessible parking spaces • Accessible space in the building or practice site and ease of access for physically disabled patients, including but not limited to: <ul style="list-style-type: none"> - Accessible route to and through the office and exam room with clear pathway <ul style="list-style-type: none"> • No objects that protrude more than 4 inches along routes of travel (hallway outside the door and the space inside the door free of boxes, chairs, or equipment) - Entry doors with adequate, clear width, maneuvering clearance, and accessible hardware. An accessible doorway must have a minimum clear opening width of 32 inches when the door is opened to 90 degrees. - Restrooms with grab bars, raised toilet seats, accessible sinks, and enough space to maneuver with wheelchairs or other mobility aids - Posted office hours
Physical Appearance	<ul style="list-style-type: none"> • Cleanliness <ul style="list-style-type: none"> - Entrances, exam rooms, working services are clean, orderly and in sanitary condition • Lighting <ul style="list-style-type: none"> - Waiting area, restrooms, exam rooms, exits, etc. are well lit • Safety <ul style="list-style-type: none"> - Exit routes are free and unobstructed; adequately lit; clearly visible; and marked by a sign reading "Exit" - Diagram of evacuation routes posted in a visible location - Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals - Controlled substances are stored in a securely locked substantially constructed cabinet, room, or cart - Comply with Bloodborne Pathogens Standard (BBP) - written exposure control plan available and employee training - Comply with Written Hazard Communication Program ("right to know") available copy of safety data sheets for hazardous chemicals and employee training - Comply with Ionizing Radiation Standard - For facilities/offices with x-ray equipment: rooms and equipment labeled with caution signs
Adequacy of Waiting Room and Exam Room Space	<ul style="list-style-type: none"> • Adequate seating in the waiting room: <ul style="list-style-type: none"> - Space for wheelchairs - Enough chairs so patients aren't in hallways • Per ADA, section 504 requirements, the exam room should have: <ul style="list-style-type: none"> - Adequate clear floor space inside the room for side transfers and use of lift equipment. - Enough turning space for an individual using a wheelchair to make a 180-degree turn, using a clear space of 60 inches in diameter or a 60 inch by 60-inch T-shaped space. - An exam table with sufficient clear floor space next to it so an individual using a wheelchair can approach the side of the table for transfer onto it. The minimum amount of space required is 30 inches by 48 inches.
<p>Adequacy of Medical Record/Treatment Record Keeping We have medical record standards for orderliness, security, confidentiality and documentation practices. Visit hap.org/providers for our standards.</p>	