

Urgent Care Center Evaluation

Minimum Qualifications

Goal: To distinguish between offices which provide extended office hours from those, which provide true urgent care services.

Minimum Qualifications:

1. MD/DO is on-site at least 75% of the time during hours of operation. MD/DO must have a primary care specialty (General or Family Practice, Internal Medicine or Pediatrics) or Emergency Medicine as a specialty. Urgent care must maintain coverage for all ages, with the exception of Pediatric only urgent cares which must maintain coverage for ages under 21 years old, and all genders during hours of operation.
2. Triage and/or telephone advice is performed by appropriately licensed personnel: **MD/DO, NP, PA or RN**. LVNs and non-licensed staff are not allowed to perform triage and/or provide telephone advice.
3. Laboratory Services: Members must have immediate access to a laboratory on-site with ability to perform all laboratory tests specified as waived by California Laboratory Improvement Amendment (CLIA) and results available to the Member and PCP.
 - Urine HCG
 - Hemoglobin or Hematocrit
 - Blood Glucose
 - Urine Dip
 - Rapid Strep
 - STD collection materials
4. Radiology Services: On-site or immediate access to diagnostic radiology services (plain film x-rays) with urgent results made available to Member and PCP.
 - Chest & Limb x-rays
5. Language Services: Members must have access to the following language services at all times;
 - Telephonic (Over 100 Languages): IEHP provides 24/7 access to telephonic interpreter services to Members and Providers by contacting Member Services during business hours. After business hours, Members and Providers can call the 24-Hours Nurse Advice Line at 1-888-244-IEHP (4347) to access interpreter services.
 - Video Remote Interpreting (ASL Only): IEHP provides 24/7 access to Video Remote Interpreting (VRI) services to Members and Providers. For set up and technical assistance, contact IEHP Provider Relations at 909-890-2054. Urgent Care is responsible for the cost, maintenance, and connectivity (Wi-Fi, Cellular, LAN) of IEHP- approved VRI equipment (See Attachment A: Urgent Care Video Remote Interpretation Approved Devices and Technical Specifications).

6. Equipment:

- EKG Machine
- Nebulizer
- Splinting materials
- Wound irrigation supplies
- Ear and Eye irrigation supplies
- Eye Tray
- Eye Chart with occluder
- Suture kits and materials
- Dressing supplies
- Suction machine and catheters (Recommended)
- NG tubes (Recommended)
- Wood's Lamp (Recommended)
- Oxygen
- Ophthalmoscope and Otoscope
- Pulse Oximetry

7. Medication:

- Albuterol for inhalation
- Epinephrine 1:1,000 for anaphylaxis
- Benadryl IM or PO
- Burn Dressing
- Tylenol and Motrin
- Anti-nausea
- Anti-diarrhea
- PPD
- Injectable Antibiotics
- Tdap
- Xylocaine
- Fluorescein Strips

8. Emergency transport policy/action plan

9. Receive a score of 80% or greater on the “IEHP Urgent Care Center Evaluation Tool” without any critical element deficiencies. Audits which score less than 90% collectively or less than 80% on any one section will require a Corrective Action Plan (CAP). Assignment of “Urgent Care” status will not be given until the CAP process is complete.

10. If a mid-level provider (NP or PA) is evaluating members and the physician is not physically on site at the time of the visit, the midlevel provider is practicing only under specific and clearly written protocols approved by the supervising physician and each medical record is reviewed and signed by the supervising physician within one week of the visit. The supervising physician providing the oversight must be a primary care physician trained or Emergency Medicine trained and approved to cover all ages and genders.

11. Additional requirements:

- Minimum Hours of Operation: Monday through Friday, 5 p.m. to 8 p.m. The Urgent Care facility must be open at least four (4) hours on Saturday, Sunday and the major holidays as listed below-
New Year Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day
- Must service all ages and genders during all hours of operation. Pediatric only urgent cares must serve Members under 21 years old, all genders during hours of operation.
- Bilingual Staff: Must have bilingual staff (minimum English and Spanish).

<input type="checkbox"/> Provider does meet the minimum qualifications as described above and understands that Inland Empire Health Plan will conduct an onsite audit to validate Providers status as an Urgent Care Facility.
<input type="checkbox"/> Provider does not meet the minimum qualifications as described above
<u>Urgent Care Name:</u>
<u>Urgent Care Address:</u>
<u>Urgent Care Hours:</u>
<u>Physician Signature:</u> <u>Date:</u>
<u>Print Physician's Name:</u>

Please return this page via fax to (909) 477-8547.



Urgent Care Video Remote Interpretation Approved Devices and Technical Specifications

Approved Devices	Minimum Requirements
Apple iPad Air and iPad Air 2 (Tablet)	<ul style="list-style-type: none"> • A7 chip with 64-bit architecture • 16gb Storage • 720p HD Video Camera • Wi-Fi Capability 802.11n with MIMO • Cellular capabilities (If needed)
Microsoft Surface Pro 3 (Tablet)	<ul style="list-style-type: none"> • Windows 8 (including 64 bit versions), DirectX 9.0c or higher • Core 2 Duo class, 3GHz • 4GB Ram • 250Mb unused hard-disk space • Wi-Fi capability (802.11a/b/g/n) • 5.0 megapixel front facing camera
PC Laptop	<ul style="list-style-type: none"> • Windows 8 (including 64 bit versions), DirectX 9.0c or higher • Core 2 Duo class, 3GHz • 4GB Ram • 250Mb unused hard-disk space • Wi-Fi capability (802.11a/b/g/n) • Webcam

Application Requirements

- The required "Outbound Only" ports for each used product must be opened on the firewall.
- Each concurrent video interpreted call requires a minimum bandwidth of 384k.
- LanguageLine requires the Urgent Care to have a non-saturated internet connection.
- For the Stratus Video App software the Urgent Care must provide a wireless network with enough coverage, capacity, and security for connectivity over the network. The network should be designed and structured to provide 384k of bandwidth for each simultaneous video call.