ZohaibCare Plus Healthcare Clinic

Clinic Policies Manual

---

1. PATIENT CARE POLICIES

1.1 Appointment Scheduling

- **Online booking:** Available 24/7 through patient portal

- **Phone booking:** Monday-Friday 8:00 AM - 6:00 PM

- **Same-day appointments:** Available for urgent care (limited slots)

- **Cancellation policy:** 24-hour notice required to avoid $25 fee

- **No-show policy:** After 3 no-shows, patient may be discharged from practice

1.2 Wait Time Standards

- **Maximum wait time:** 20 minutes for scheduled appointments

- **Emergency situations:** Prioritized immediately

- **Notification:** Patients notified if delays exceed 15 minutes

- **Compensation:** Patients may reschedule if wait exceeds 30 minutes

1.3 Patient Privacy (HIPAA Compliance)

- **Information sharing:** Only with authorized individuals

- **Medical records:** Secure electronic storage with encryption

- **Communication:** Secure patient portal preferred for sensitive information

- **Third-party access:** Written authorization required

- **Marketing communications:** Opt-in basis only

2. OPERATIONAL POLICIES

2.1 Office Hours

- **Regular hours:** Monday-Friday 8:00 AM - 6:00 PM

- **Saturday hours:** 9:00 AM - 2:00 PM (urgent care only)

- **Sunday/Holidays:** Closed (emergency referrals to partner hospital)

- **Extended hours:** Available by special appointment for established patients

2.2 Payment and Billing

- **Payment due:** At time of service

- **Accepted methods:** Cash, credit/debit cards, HSA/FSA cards

- **Payment plans:** Available for bills over $500

- **Insurance billing:** Filed within 48 hours of service

- **Collections:** Referred after 90 days past due

2.3 Prescription Policies

- **Refill requests:** Minimum 48-hour notice required

- **Controlled substances:** In-person consultation required every 90 days

- **Generic substitutions:** Preferred unless medically contraindicated

- **Prescription pickup:** Patient or authorized representative only

- **Lost prescriptions:** Police report may be required for controlled substances

3. STAFF POLICIES

3.1 Patient Interaction Standards

- **Greeting:** Professional and courteous within 30 seconds

- **Identification:** Staff must wear visible ID badges

- **Privacy:** All conversations in appropriate private areas

- **Follow-up:** Patient concerns addressed within 24 hours

- **Cultural sensitivity:** Respectful care regardless of background

3.2 Emergency Procedures

- **Medical emergencies:** Immediate physician notification and 911 if needed

- **Fire evacuation:** Designated assembly point in east parking lot

- **Security threats:** Lock-down procedure and law enforcement contact

- **Equipment failure:** Backup protocols for critical systems

- **Data breach:** IT security team notification within 1 hour

3.3 Continuing Education

- **Annual requirements:** 20 hours CME for clinical staff

- **HIPAA training:** Annual mandatory update for all staff

- **Safety training:** Quarterly sessions on emergency procedures

- **Technology training:** As needed for new systems

- **Professional development:** Supported with 80% tuition reimbursement

4. QUALITY ASSURANCE

4.1 Patient Satisfaction

- **Surveys:** Quarterly patient satisfaction surveys

- **Feedback system:** Anonymous suggestion box and online portal

- **Response standards:** All complaints addressed within 48 hours

- **Quality metrics:** Monthly review of patient outcomes

- **Improvement plans:** Quarterly staff meetings for process enhancement

4.2 Clinical Standards

- **Evidence-based care:** Treatment protocols updated annually

- **Infection control:** CDC guidelines strictly followed

- **Equipment maintenance:** Monthly safety and calibration checks

- **Medical records:** Complete documentation within 24 hours

- **Peer review:** Monthly case review meetings

5. COMPLIANCE AND LEGAL

5.1 Regulatory Compliance

- **State licensing:** All providers maintain current licenses

- **DEA registration:** Updated as required for controlled substances

- **Accreditation:** Joint Commission standards maintained

- **Insurance credentialing:** Verified annually with all carriers

- **Background checks:** Performed for all new hires

5.2 Risk Management

- **Incident reporting:** All events documented within 24 hours

- **Malpractice insurance:** Current coverage for all providers

- **Legal consultation:** Available for complex cases

- **Patient advocacy:** Ombudsman services available

- **Documentation standards:** Legal requirements met for all records

6. TECHNOLOGY POLICIES

6.1 Electronic Health Records

- **Access control:** Role-based permissions only
- **Password requirements:** Changed every 90 days, minimum 8 characters
- **Backup procedures:** Daily automated backups to secure cloud storage
- **System updates:** Performed monthly with minimal downtime
- **Training:** Required for all staff before system access

6.2 Telemedicine Services

- **Platform security:** HIPAA-compliant video conferencing only
- **Eligibility:** Established patients for follow-up visits
- **Technical requirements:** High-speed internet and compatible device
- **Insurance coverage:** Verified before appointment scheduling
- **Emergency protocols:** Clear instructions for urgent situations

7. FINANCIAL POLICIES

7.1 Insurance and Coverage

- **Verification:** Insurance benefits verified before non-urgent visits
- **Copayments:** Collected at time of service
- **Deductibles:** Patient responsibility explained clearly
- **Authorization:** Prior authorization obtained when required
- **Appeals:** Assistance provided for denied claims

7.2 Uninsured Patients

- **Sliding fee scale:** Available based on federal poverty guidelines
- **Payment arrangements:** Flexible plans up to 12 months
- **Community resources:** Referrals to financial assistance programs
- **Emergency care:** Never denied for inability to pay
- **Charity care:** Annual budget allocated for qualifying patients

---

Contact Information:

- **Main Office:** (555) 123-4567

- **Patient Portal:** www.medicareplus.com/portal

- **Emergency Line:** (555) 123-HELP

- **Billing Department:** (555) 123-4568

- **Medical Records:** (555) 123-4569