



Site Monitoring

Review Date

Provider Agency Info		Reviewer Information			
Agency Name:		Name:			
Address:		Title:			
Phone:		Phone:			
Fax:		Email:			
		Notes			
Office Manager:					
Physical Access Score:					
Physical Appearance Score:					
Adequacy of Waiting and Exam Space:					
Medical Record Score:					

A. Physical Access Monitoring Criteria				
Outside Building	Select Your Answer			Comments
1. Accommodations for persons with disabilities are guided by ADA standards, evidenced by designated parking, loading zone, an external ramp, and/or public transportation within close proximity to the building. Reviewer to consider regional site characteristics.	Yes	No	N/A	
2. Parking areas and walkways demonstrate appropriate maintenance.	Yes	No	N/A	

Inside Building	Select Your Answer	Comments
3. Reasonable accommodations guided by ADA standards for persons with disabilities include all of the following:		
a. automatic entry option or alternative access method	Yes No N/A	
b. elevator for public use (if applicable)	Yes No N/A	
c. Restroom equipped with large stall and safety bars or other reasonable accommodation.	Yes No N/A	
4. At least one meeting room can accommodate physically challenged consumers.	Yes No N/A	
5. Fire protection equipment (fire extinguisher, smoke detector, fire alarm, or sprinkler system) is accessible and in working order and are inspected on a yearly basis.	Yes No N/A	
6. Office hours are posted or are available on request.	Yes No N/A	
7. There is a provision for 24 hour, 7 day per week coverage.	Yes No N/A	
8. The average wait time is less than 30 minutes from the scheduled appointment time.	Yes No N/A	
9. Crisis follow up visits are scheduled within 24 hours; emergency care is immediately available or referred to 911 or directed to ED.	Yes No N/A	
Physical Access Total		# Yes / (11 - # N/A)
B. Compliance Monitoring Criteria	Select Your Answer	Comments
10. The current client rights are posted in a visible area when entering the building. (These were recently updated as part of SB 5720 in 2019/20)	Yes No N/A	
11. Information on how to obtain interpreter services is posted in a visible place upon entering the building. Or, is easily available when needed.	Yes No N/A	
12. The agency has and maintains a critical incident log.	Yes No N/A	
13. The agency has and maintains a grievance log.	Yes No N/A	
14. The agency has done a risk assessment.	Yes No N/A	
15. There is documentation that agency staff have completed Fraud/Waste and Abuse training.	Yes No N/A	
16. There is documentation that agency staff have completed HIPAA training.	Yes No N/A	
17. The agency has a quality management program.	Yes No N/A	
Compliance Total		# Yes / (8 - # N/A)

C. Physical Appearance	Select Your Answer	Comments
18. Meeting rooms are in good repair.	Yes No N/A	
19. Office appearance demonstrates that housekeeping and maintenance are performed appropriately on a regular basis.	Yes No N/A	
20. Office has a well-lighted waiting area and entry way	Yes No N/A	
Physical Appearance Total		# Yes / (3 - # N/A)
D. Adequacy of Waiting and Examination Room Space	Select Your Answer	Comments
21. Adequate seating is provided in waiting room.	Yes No N/A	
22. Front reception has privacy reminders.	Yes No N/A	
23. Computers have privacy screens / cannot be seen by consumers, and have password locked log-ins.	Yes No N/A	
24. Consumer information / papers are tidy and put away. No information is readily visible.	Yes No N/A	
25. Meeting rooms provide privacy for consumers.	Yes No N/A	
26. Meeting rooms provide adequate seating and physical assessment space.	Yes No N/A	
Adequacy of Waiting and Examination Room Space Total		# Yes / (6 - # N/A)

E. Medical Record Keeping Survey Criteria	Select Your Answer			Comments
<i>Note to reviewer: This is not a chart audit. There is no minimum requirement for number of charts. A model chart or blinded chart may be used.</i>				
27. Medical records are secured from consumer and public access and are restricted to identified staff.	Yes	No	N/A	
28. Medical record release procedures are compliant with State and federal regulations (N/A if provider utilizes EMR)	Yes	No	N/A	
29. Consumer records are available for each encounter.	Yes	No	N/A	
30. There is an individual record for each consumer.	Yes	No	N/A	
31. Forms and methodology for filing within a chart is consistent.	Yes	No	N/A	
32. The client name appears on each sheet in the chart (N/A for EMR)	Yes	No	N/A	
33. There is a date and signature or initial on each entry/report in the chart	Yes	No	N/A	
34. There is a procedure for documenting consumer phone communications.	Yes	No	N/A	
35. Medical records are retained for a minimum of seven (7) years	Yes	No	N/A	
Medical Record Keeping Survey Criteria Total				# Yes / (9 - # N/A)