



**NHI Bahamas**

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# Combined NHI Bahamas and HHCFLB Primary Care Provider Facility Inspection Checklist

DRAFT – Subject to NHIA Approval

Effective as: March 8, 2017

**DRAFT – SUBJECT TO NHIA APPROVAL**

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## Overview of Document

National Health Insurance Bahamas (“NHI Bahamas”), in consultation with the Hospitals and Health Care Facilities Licensing Board, has established the following set of eligibility criteria for licensure and NHI facility registration. Criteria specific to NHI is highlighted in blue.

Several items on the facility checklist are considered mandatory and are indicated accordingly.

This document has been developed in collaboration with a number of members from the stakeholder community and these individuals are thanked for their participation.

## Pre-Inspection Requirements

### Section A

Every primary care facility must have an **operational policy and procedures manual** that specifies the scope and conduct of the care that they provide and should include, at minimum, the following:

1. The mechanism used to inform a patient of the health practitioner responsible for their care.
2. The keeping of medical records, including a reference to the confidentiality of patient information, the safeguard of medical records, the release of information to authorized individuals In addition, the procedure for discarding records. These must all be in accordance with the Data Protection (Privacy of Personal Information) Act 2003 and any requisite policy directive of the National Health Insurance Authority (NHIA).
3. The informed consent process and documentation required for treatment and/or administration of any procedure on a patient.
4. The scope of treatment and procedures to be performed in patient care areas, including general and specific treatment and procedures that may be performed, and the process by which they are reviewed and amended for changes in clinical practice.
5. The mechanism for the provision of care to a minor not accompanied by a parent or guardian. (E.g. Telephone consent, Gillick Competent or Fraser Competent).
6. The location, storage and methodology for discarding medications, supplies and equipment.
7. The dispensing of medication in accordance with legal requirements and the responsibility for maintaining the integrity of an emergency drug supply.
8. Infection control measures, including decontamination of work surfaces & equipment with appropriate disinfectant after completion of procedures.
9. The methods used to ensure that the clinic or facility is sanitary and free from nuisance.
10. The methods used by the clinic or facility to ensure that the safety and well-being of patients and employees are assured.
11. The mechanism used to report communicable diseases to the Ministry of Health.
12. Emergency Management and incident reporting.



13. Safety Management and incident reporting
14. Continuous Quality Improvement Plans and methods to ensure and monitor patient satisfaction.
15. No-smoking policy and enforcement.
16. Food consumption policies.
17. Cleaning and decontamination of bins, pails, cans and similar receptacles.
18. Footwear policies, particularly for clinical environments.
19. Infrastructural maintenance, repair and replacement policies.
20. Trash and Spill protocols.
21. Code of conduct for staff.
22. Infectious and radioactive waste protocols and procedures (as needed).

## **Section B**

Please provide the following documents before or on the date of the inspection:

- ✓ Copy of the latest service invoice for all fire extinguishers in use in the facility. The last service date must be within the year of the inspection and must be valid for a minimum of 3 months after inspection
- ✓ Copy of verification letter or last receipt from the company disposing of infectious waste and biological hazards including sharps
- ✓ Copy of all professional licenses for all professional staff licensed by the various Councils. Professional Staff who are licensed yearly should provide documentation that their license is current
- ✓ Copy of maintenance report which indicates the service provider and date of last service for all major equipment including elevators and ambulances (where applicable)
- ✓ Copy of Business License for the current year
- ✓ Verification that ambulances are licensed, inspected and insured (where applicable)
- ✓ Copy of Pharmacy, Pharmacist and Pharmacy Technician License for Pharmacy (where applicable)
- ✓ Facilities with in-house pharmacies must provide copies of current license with the Pharmacy Council

## Inspection Requirements

### 1) Staffing Leadership & Staffing Credentialing

Requirement	Evaluation (Y, N, N/A)	Means of Verification	Mandatory	Scored
Is the facility under the direction of a Medical Practitioner who is duly licensed by their professional body?  <i>Note: While a non-medical administrator can apply for registration, the facility must still have a licensed Medical Director</i>		Contract between facility and Medical Director	X	
Is a licensed Practitioner or Registered Nurse on duty at all times during the hours of operation?		On – Site Inspections and inspecting work schedules	X	
Are the health care professionals registered and licensed consistent with their qualifications?		Copy of credentials/licensure on employee file (HR)	X	
Are the names and credentials of all professional staff working in the health care facility posted?		Should be posted and checked.	X	
Does the facility and all health care professionals have liability coverage		Proof of Insurance	X	
Is the facility sufficiently/reasonably staffed with qualified employees, commensurate with the type of services offered?		Nurse patient ratio, total number of employees and total number required, inspected by observation.	X	

2) Facility Management

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is the facility in compliance with The Bahamas building code regulations?		Produce a Certification from the Ministry of Works	X	
Is a sign posted on the exterior or door to indicate type of specialty or specialties, or services offered?		Observation		X

**Does the health care facility comply with the minimum required square footage outlined in the two requirements below:**

(Source: American Institute of Architects Academy of Architecture for Health – Facilities Guideline Institute)

<p>General-purpose examination room(s)</p> <p>For medical, obstetrical, and similar examinations, rooms shall have a minimum floor area of 100 square feet (9.29 square meters), excluding vestibules, toilets and closets. Room arrangement should permit at least 2 feet 8 inches (812.8 millimeters) clearance at each side and at the foot of the examination table. A hand washing station and a counter or shelf for writing shall be provided.</p>		Observation		X
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Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
<p>Treatment room(s)</p> <p>Rooms for minor surgical and cast procedures (if provided) shall have a minimum floor area of 120 square feet (11.15 square meters), excluding vestibule, toilet, and closets.</p> <p>Room arrangement should permit at least 2 feet 8 inches (812.8 millimeters) clearance at each side and at the foot of the examination table. A hand washing station and a counter or shelf for writing shall be provided.</p>		Observation		X
<p>Nurses station(s)</p> <p>A work counter, communication system, space for supplies, and provisions for charting shall be provided.</p>		Observation		X
<p>Are the waiting and patient registration areas accessible (i.e. uncluttered, free of obstacles) to patients, including physically challenged persons?</p>		Observation	X	
<p>Are the premises of the clinic/facility kept sanitary and free from harm?</p>		Observation based on guidance provided in <b>Appendix – Part I</b> from the Environmental Health Services Act	X	



Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Does the health care facility have at least one sink with running water for hand washing that is connected to the internal drainage system per patient care room?		Observation		X
Is there a designated waiting area?		Observation based on guidance provided in <b>Appendix – Part I.</b>		X
Do room signs reflect the actual use of the room?		Observation		X
Are there adequate examination rooms for patient load?		Observation		X
Are wheelchairs and other ambulatory aids necessary for patients readily available at the health care facility? Wheelchairs must not obstruct entry to any part of the facility		Observation	X	
Where a health care facility collects specimens, a sink must be equipped to permit the flushing of eyes.		Observation	X	
Is there unobstructed Emergency Vehicle Access (i.e. roads, clear entrances/exits)?		Observation and Inquiry		X
Are patient doors/cubicles operational and can close and open properly?		Observation		X
Does the facility have a computer and internet access to connect to NHI systems?		Observation	X	

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is the facility equipped with functional telephone equipment and do back up procedures exist for failure (e.g. Emergency Mobile phone)?		Observation and Policies	X	
Is there adequate lighting provided throughout the facility, especially at stairs and other hazardous areas?		Observation	X	
Are all corridors free from obstruction? There must be at least 6 feet width of clearance unobstructed.		Observation and measurement		X
Are floors free from protruding nails, holes and loose flooring?		Observation		X
Do all stairways with four or more risers have a railing?		Observation		X
Are steps on stairs and stairways designed or provided with surface treads that render them slip-resistant?		Observation		X
Is there "Authorized personnel only" signage in places where appropriate?		Observation and Signage		X
Are grates or similar types of covers over floor openings designed that foot traffic or equipment will not be affected by the grate spacing.		Observation		X
Are doors that serve as exits designed and constructed so that the way of exit travel is obvious		Observation		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
and direct?				

### 3) Equipment and Supplies Management

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is there a Preventative Maintenance Program to ensure that medical equipment is maintained in accordance with the manufacturer's specifications?		Policies and proof of adherence	X	
Does the facility have an inventory listing of all equipment?		Inventory listing		X

**Does the facility have the following essential list of equipment:**

Diagnostic set		Observation		X
Nebulizer (at least one with a compressed air/oxygen delivery system)		Observation		X
Electrocardiograph		Observation		X
• Automated External Defibrillator (Preferred) or Manual Defibrillator		Observation		X
• Crash Cart		Observation <i>*See the associated document NHI Medical Supplies for crash cart requirements.</i>		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Autoclave or Alternative method to sterilize equipment (if using re-usable supplies)		Observation		X
Glucometer		Observation		X
Shelves used for storage of clean and sterile medical devices are at least: <ul style="list-style-type: none"> <li>• 25 cm (10 inches) off the floor</li> <li>• 45 cm (18 inches) from the ceiling and sprinkler heads</li> <li>• 5 cm (2 inches) from an outside (exterior) wall</li> </ul>		Observation and Measurement		X

Does the facility have essential medical supplies?

*\*See the associated document **NHI Medical Supplies** for the complete list.*

Are supplies properly labeled and easily retrievable?		Observation		X
Is clinical equipment kept out of waiting areas?		Observation		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are oxygen tanks and other gases stored appropriately?		Observation based on guidance provided in <b>Appendix – Part I.</b>		X

#### 4) Patient Information Management

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is there an appointment booking system in place for patients?		Observation		X
Are medical records maintained for each patient, with dated entries?		Policies and proof of adherence	X	

**Records include mandatory demographic information, as follows:**

<ul style="list-style-type: none"> <li>Name, address, phone number and next of kin where available</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>History of illness or injury with physical findings</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Diagnosis for ICD 9 or 10</li> </ul>		Observation	X	

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
<ul style="list-style-type: none"> <li>List of diagnostic tests and procedures performed with date and results where available</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Clinical observations</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Allergies/Allergy history</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Growth charts</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Referral information (including to/from which doctor, date, if an appointment has been made, if follow-up is required)</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Vaccination record</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Patient/Family education, health promotion and action plans</li> </ul>		Observation	X	
<ul style="list-style-type: none"> <li>Evidence of informed consent</li> </ul>		Observation	X	

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
<ul style="list-style-type: none"> <li>If applicable, changes, corrections or modification of the records are noted whether it is in written or electronic format.</li> </ul>		Observation	X	
Are medical records kept in a secure area and only authorized agents have access to them?		Observation	X	
Are patient medical records retained for at least seven (7) years following the patients' last visit to the facility or clinic?		Observation	X	



5) Patient Feedback

Requirement	Evaluation (Y, N, N/A)	Means of Verification	Mandatory	Scored
Does the facility have comment/feedback mechanisms to collect information relating to patient satisfaction?		Box is visible in the waiting area and accessible.		X
Is there a grievance process?		Review of Operating Procedures		X

6) Patient Rights and Consent

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are the Patient's Rights, Privileges and Responsibilities posted in a visible area for both patients and staff?		Observation		X
Is the NHI Benefits Package posted and visible?		To be provided to facility upon completion of inspection and approval as NHI Provider Facility		X
Is there a policy or protocol in place to obtain informed consent prior to treatment or procedure, including: <ul style="list-style-type: none"> <li>Cases where the patient is a minor and consent of the parent and/or guardian is required;</li> <li>Cases where the patient is unable to give informed consent because of any impairment and/or disability and consent must be obtained from a relative or legal representative of the patient prior to the treatment or procedure</li> </ul>	Observation and Policies	X		
Is written informed consent obtained from the patient for all surgical procedures?		Observation and Policies	X	
Is there a policy or protocol in place regarding the emergency management of a patient in the absence of a representative to sign an informed consent?		Observation and Policies	X	

7) Medication Safety & Surveillance

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is the crash cart checked daily?		Log sheet with date and signature		X
Is the crash cart appropriately stocked?		Observation <i>*See the associated document <b>NHI Medical Supplies</b> for appropriate crash cart stock contents</i>		X
Are medication cabinets locked and secured from unauthorized access?		Observation	X	
Are multi-use medical vials labelled with date and time?		Observation	X	
Are multi-use medication ampoules discarded at appropriate intervals?		Observation	X	
Are all open medications dated and timed and discarded at appropriate intervals?		Observation	X	
All expired medications are discarded		Observation and Inquiry	X	
Are all biological and other supplies requiring refrigeration stored in a refrigerated enclosure and kept separated from food items?		Observation	X	

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are there dedicated refrigerators for (1) medicine and (2) vaccines (as applicable) and (3) specimens (as applicable)?		Observation	X	
Do all medical refrigerators have a thermometer, log and ice packs?		Observation	X	
Vaccine refrigerator temperature is between 2 – 8 degrees Celsius (if vaccines are stored at facility)		Observation	X	
Is the temperature checked daily and logged?		Temperature log and Thermometer	X	
Is there a vaccine management and back-up power supply policy?		Observation and Policies		X
Is there a back-up generator?		Observation (should be checked for function by inspector)		X
Are the quantities of medication available appropriate for the type of the facility and care being provided?		Observation		X

If the facility administers Narcotics on site, the standards below are applicable:				
Is there a narcotic register with: 1) Dates of when medication was administered 2) The name of the individual narcotic prescribed 3) Total amount given 4) The name of the prescribing physician 5) Any excess is appropriately destroyed and witnessed The persons who a) administers and b) witnesses		In accordance with the Dangerous Drug Act Ch. 228	X	
Are Dangerous Drugs kept in a Lock Box (double Locked), logged and appropriately stored? <b>Specified in the Dangerous Drug Act</b>		Observation	X	
Does the clinician responsible for Dangerous Drugs have the key on his/her person?		Observation	X	

8) Waste Management

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are needles and other sharps discarded only in designated containers?		Observation and Policies	X	
Are sharps containers closed and sealed when two-thirds (2/3) full and discarded according to Section 13 of the Environmental Health Act?		Observation and Policies	X	
Is infectious waste placed in red plastic bags marked "Bio hazardous" and discarded according to Section 13 Environmental Health Act?		Observation and Policies	X	
Is infectious waste transported to a designated biohazard waste treatment site? NB. Infectious waste should be secured away from unauthorized persons and not be deposited in any landfill		Observation, policies, and proof of performance	X	
Is non-infectious, solid waste being disposed of on a daily basis?		Observation and proof of performance		X
All examination rooms should have: 1) Waste Receptacle 2) Bio-Hazard Container		Observation		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are syringes, needles, lancets or other bloodletting devices capable of transmitting infection from one person to another disposed of as infectious waste in accordance with Section 13 of the Environmental Health Act?		Observation and proof of performance	X	
Is there a policy and protocol for discarding: <ul style="list-style-type: none"> <li>• Soiled linen;</li> <li>• Gauze;</li> <li>• Bandages; or</li> <li>• Any other materials contaminated with blood or body fluids</li> </ul>		Policies	X	
Is there a policy and protocol for handling of transportation of specimens in accordance IATA-650? <sup>1</sup>		Observation and Policies	X	
Is infectious waste stored in double impervious plastic bags that are: <ul style="list-style-type: none"> <li>• Securely fastened;</li> <li>• Conspicuously marked “infectious waste”; and</li> <li>• Does not exceed 25 pounds in weight when full</li> </ul>		Observation and Policies	X	
Is infectious waste incinerated or otherwise processed to render the waste harmless or held in specially marked non-metal containers separate from regular waste?		Observation and proof of performance	X	

<sup>1</sup> <https://www.iata.org/whatwedo/cargo/dgr/Documents/packing-instruction-650-DGR56-en.pdf>

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Where trash that may constitute a hazard to any person or thing is compacted and the integrity of the container is compromised, is that container handled as infectious waste as described in this section?		Observation	<b>X</b>	
Where facility provides on-sight incineration is there a log for the destruction of bio hazardous waste?  Where facility does not incinerate on-site, a current contract with a facility that has one must be provided.		Observation	<b>X</b>	



9) Environmental Services

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is housekeeping carried out with appropriate cleaning and disinfecting agents?  CDC Guideline for Disinfection and Sterilization in Health care Facilities, 2008		Observation		X
Are disinfecting agents mixed, stored and labelled according to manufacturers' instructions?		Observation		X
Is there a distinct separation of clean and soiled supplies, equipment and material?		Observation and Signage	X	
Is there a schedule for cleaning of high-touch surfaces (e.g. light switches, door knobs and keyboards)?		Observation and Policies		X
Are all ceiling tiles intact and none missing?		Observation		X
Are all ceiling tiles and fans clean and dust free?		Observation		X
Are bathroom areas, including tubs and showers, junk-free?		Observation		X
Are "WET FLOOR" signs are utilized when cleaning?		If not in use when there, check that signs exist		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are bathroom areas clean and disinfected on a regularly scheduled basis (every 2 hours during hours of operation)?		Form completed to indicate when cleaned		X
Specimens are not stored in the Bathroom		Observation and Inquiry		X
Are cupboards clean and organized properly (i.e. labels are used, shelves are not over-stocked, nothing overhangs the ledges)?		Observation		X
Are window sills & counter tops clean and free of clutter?		Observation		X
Are carpet, floors and baseboards clean & dust free?		Observation		X
Are blinds and/or curtains clean and dust free?		Observation		X
Are all refrigerators cleaned monthly and logged (both food and medical use)?		Provide maintenance cleaning log.		X
Are all air condition filters/vents clean?		Provide maintenance and cleaning log.		X
Are clean linens neatly sorted and covered?		Observation		X

10) Infection Prevention & Control

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is there an infection control and prevention policy, to prevent cross-contamination within patient care settings?		Observation and Policies	X	
Are there proper hand washing facilities with liquid antiseptic hand cleansers and alcohol-based hand rubs, running water and disposable hand towels conveniently located?		Observation	X	
Is there appropriate personal protective equipment for universal precautions and/or disposable items in use?		Observation <i>See the associated document <b>NHI Medical Supplies</b> for the complete list of essential supplies</i>	X	
Are clinical and food areas in separate rooms?		Observation	X	
Ensure no eating allowed in the clinical area.		Observation and Signage	X	
Are work surfaces decontaminated after use?		Observation and Policies		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are sterile trays dated and current?		Observation		X
Are IV poles clean and functional?		Observation		X
Is there a fully dedicated and equipped isolation room available and marked by signage that is not used for any other purpose?		Observation based on guidance provided in <b>Appendix – Part I.</b>		X
Has a room been identified that can be used for temporary isolation in absence of a dedicated isolation room?		Observation and Policies		X

11) Fire and Electrical Safety

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are all fire doors closed and latched properly?		Observation and Policies	X	
Are smoke detectors installed, properly working and maintained?		Observation and Policies	X	
Are all smoke detectors and sprinkler heads free of paint & dust?		Observation and Policies	X	
Are all emergency, stairwell and exit doors unobstructed?		Observation and Policies	X	
Are flammable liquids in excess of ten gallons contained in a storage cabinet? That cabinet should not exceed the storage capacity of sixty (60) gallons at any time.  Specified in the Bahamas Building Code. Section 3902.		Observation and Policies	X	

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Is there an approved fire extinguisher on the premises of every health care facility and inspected appropriately?  “At least one extinguisher shall be provided for every 2,000 square feet of floor area in locations to be decided by the Director of Fire Services.” The Bahamas Building Code		Observation and Policies	X	
Are “No smoking” signs posted at areas in which flammable gases or liquids are used or stored?		Observation	X	
Are fire evacuation routes posted at appropriate places?		Observation		X
Are there at least two exits to allow prompt escape?		Observation		X
Are exits unlocked and clearly marked?		Observation		X
Are exits and exit routes equipped with emergency lighting?		Observation		X
Are all exit signs visible, legible, and properly illuminated?		Observation	X	
Are extension cords only being used where approved by manufacturer or the maintenance department?		Observation		X

Requirement	Evaluation (Y,N,N/A)	Means of Verification	Mandatory	Scored
Are walking paths void of electrical cords?		Observation		X
Are electrical panels labeled and have functional latches and power switches (on/off)?		Observation		X
Are multiple-plug adaptors being used only where approved by manufacturer or the maintenance department?		Observation		X
Are flexible cords and cables free of splices or taps?		Observation		X
Do unused sockets have safety covers?		Observation		X
Are electrical enclosures such as switches, receptacles, junction boxes, etc., provided with tight-fitting covers or plates?		Observation		X

## Appendix:

### Part I: General Reference Material

The following standards only apply for facilities handling radioactive waste:

Requirement	Evaluation (Y, N, N/A)	Means of Verification	Mandatory	Scored
Is radioactive waste handled in accordance with IAEA standards? (if applicable)		Observation and Policies	X	
Is radioactive waste stored in specially marked radioactive waste containers in separate rooms?		Observation	X	
Is waste containing radioactive material with "short half-life" stored until it decays to background radiation levels for ultimate disposal with non-radioactive medical waste?		Observation and proof of performance	X	
Is waste containing "long half-life" radioactive material stored or sent to a radioactive waste disposal facility?		Observation, policies and proof of performance	X	





## Storage of oxygen tanks and other gases

According to the American Society for Health care Engineering's Medical Gas Cylinder and Bulk Tank Storage Monograph, the general storage requirements for all medical gas cylinders are:

- All medical gas cylinders must be physically supported, either in a stand or rack or chained or strapped to the wall.
- Oxidizing gases such as oxygen, nitrous oxide, and nitrogen must not be stored with flammable gases.
- Medical gas cylinders should not be stored near radiators, steam pipes, heat ducts, or other sources of heat.
- Full cylinders must be segregated from empty cylinders.
- Signs must be posted on each door or gate of a gas cylinder storage room or enclosure. The signs must be readable from a distance of 5 feet and must include the language " Caution- Oxidizing Gas(es) Stored Within, No Smoking.

**Source: American Society for Health care Engineering's Medical gas cylinder and bulk storage monograph**

### Environmental Health Services Act

9. (1) No person shall create or allow to exist on or emanate from premises which he owns or occupies conditions which are unsanitary or constitute a nuisance or are conducive to the breeding or harbouring of rodents, insect pests, termites or other vermin. (2) No person shall dump on or otherwise deposit or leave any litter in any public place or open space. (3) Every owner or occupier of premises shall keep in a clean condition any open space to the front of his premises which abuts onto a public road.”

**Source: Environmental Health Services Act**

## NHS Requirements for Waiting Areas

As per NHS Health Building Note 11-01: Facilities for primary and community care services, general guidelines are presented for the waiting room areas:

- Provide a shared main waiting area to serve a number of different suites, rather than a series of individual waiting spaces. This makes it easier to manage peaks in attendance numbers.
- Large waiting areas will need to be broken down with smaller groups of seats, to make the space less daunting and enable patients to sit close to the suite to which they will be called.
- The layout should be flexible enough to accommodate patient flow at peak times, and to allow children’s play areas and quiet areas to be shared by different patient groups.
- A range of different seating, of varying heights and styles should be provided, including sofas and high-backed chairs.
- Dining table arrangements should also be considered, particularly if wireless Internet access is provided, to enable patients to use laptops or deal with paperwork while they wait.
- Wayfinding within the waiting area is important, particularly in larger buildings. Colour, pendants or large icons may be useful in helping patients to orientate themselves within the space.

**Source: UK Dept of Health – Health Building Note 00-01**

## Patient Rights and Consent

Where there is no legal representative/designee and delay in treatment would endanger the life or limb of the patient the consent of the patient may be presumed unless it is obvious from a previously declared expression of the patient that consent would be refused in this situation.

## Isolation Room Requirements

The following are requirements for an Isolation Room:

- Ensure that appropriate hand-washing facilities and hand-hygiene supplies are available.
- Stock the sink area with suitable supplies for hand-washing, and with alcohol-based hand rub, near the point of care and the room door.
- Ensure adequate room ventilation.
- Post signs on the door indicating that the space is an isolation area.
- Ensure that visitors consult the health-care worker in charge (who is also responsible for keeping a visitor record) before being allowed into the isolation areas. Keep a roster of all staff working in the isolation areas, for possible outbreak investigation and contact tracing.
- Remove all non-essential furniture and ensure that the remaining furniture is easy to clean, and does not conceal or retain dirt or moisture within or around it.
- Stock the PPE supply and linen outside the isolation room or area (e.g. in the change room). Setup a trolley outside the door to hold PPE. A checklist may be useful to ensure that all equipment is available (see sample checklist in Section E.3, below).
- Place appropriate waste bags in a bin. If possible, use a touch-free bin. Ensure that used (i.e. dirty) bins remain inside the isolation rooms.
- Place a puncture-proof container for sharps disposal inside the isolation room or area.
- Keep the patient's personal belongings to a minimum. Keep water pitchers and cups, tissue wipes, and all items necessary for attending to personal hygiene, within the patient's reach.
- Dedicate non-critical patient-care equipment (e.g. stethoscope, thermometer, blood pressure cuff and sphygmomanometer) to the patient, if possible. Thoroughly clean and disinfect patient-care equipment that is required for use by other patients before use.
- Place an appropriate container with a lid outside the door for equipment that requires disinfection or sterilization.
- Keep adequate equipment required for cleaning or disinfection inside the isolation room or area, and ensure scrupulous daily cleaning of the isolation room or area.
- Set up a telephone or other method of communication in the isolation room or area to enable patients, family members or visitors to communicate with health-care workers. This may reduce the number of times the workers need to don PPE to enter the room or area.

Source: World Health Organization – Infection Prevention and Control of Epidemic- and Pandemic-Prone Acute Respiratory Infections in Health Care (2014)