Mock Survey Questions

Record of Care, Treatment, and Services (RC)

- Surveyor will review the employee health record/EAP record to determine if the following information is included:
  - Name
  - Date of birth
  - Address
  - Phone number
  - Language
  - Any special communication needs (hearing impaired, etc.) for the client
- Are client allergies documented in the employee health record with each visit?
- Is medication reconciliation completed in the employee health record with each visit? This includes:
  - Current medications
  - New medications or medications administered during the visit
  - Medications should include name, dose, route, frequency, and purpose
- Does the employee health record/EAP record contain documentation of client education, especially for new medications or medications administered?
- When a waive test is performed, are the results clearly documented in the employee health record?
  - If the test result is outside of the normal range, is there documentation of client referral to a next level of care provider?
- Do all entries in the employee health record/EAP record include date, time, and signature of the health care worker (HCW)?
- Do HCWs have signature stamps?
  [NOTE: If signature stamps are not used, is there a signature log for all HCWs that sign health records? (Because some signatures are illegible, the organization must either provide HCWs with signature stamps and the HCW must always use it, or there must be a signature log in each employee health record.)]
- Surveyors will ask if RN’s take verbal orders
  - The answer should be no
- Surveyors may ask about standing orders
  - All HCWs should be able to tell the surveyor about how FOH administers standing orders.
- Surveyor may ask for what conditions FOH requires informed consent. HCWs should be able to tell the surveyor about:
  - The different types of informed consent or show them a list
  - How/where informed consent forms are located in the employee health record
  - Explain how we administer informed consent (how we “inform” the client)
- We inform the client of the risks and benefits of the service
- We answer client questions about the risks and benefits of the service
- The HCW and the client sign the informed consent form

• Is there a list of FOH accepted abbreviations?
  [NOTE: TJC prefers that abbreviations are not used, but if they are, all FOH HCWs must know the abbreviations and be able to show the surveyor the list of approved abbreviations.]