

Potential Recommendations to Require of Ambulatory Services Providers (Retail Clinics, Urgent Care, Upgraded D&TCs and Freestanding EDs)*

Consumer Disclosures

- Prominently post the limited services that are provided.
- Prominently post a statement that any prescriptions or over-the-counter medication or other recommended supplies can be purchased at any location and are not required to be purchased from the host retail location.
- Prohibit providing any incentive, inducement and payments to clinical staff for referring or recommending to patients' items or services provided by the host retail provider.

Patient Safety and Quality

- Require evidence based clinical practice guidelines for diagnosing and treating patients.
- Require policies and procedures for referring patients whose needs exceed services provided.
- Require third party accreditation.
- Require policies and procedures that specify staffing pattern.

Stabilization of Medical Home

- Maintain a roster of primary care practitioners in the provider's geographic area who are currently accepting new patients and provide each patient who does not have a primary care practitioner with the list. The roster must include community health centers and other providers that serve Medicaid and low-income customers.
- Develop policies and procedures designed to identify and limit the number of repeat encounters with individual patients.

Health Information Technology Standards

- Provide a copy of the medical record of each visit to the patient at the end of the visit or as soon as available and, with the patient's consent, provide a facsimile or electronically transmitted copy of the medical record of the visit to the patient's primary care practitioner, if any. Such copies or transmissions shall be provided at no charge to the patient.
- Ensure interoperable systems and sharing of patients' health information with the patient's primary care practitioner and specialists, as needed. Provider must connect to the Statewide Health Information Network for New York (SHIN-NY) to ensure patients' health information is available to all authorized clinicians.
- Have a governance plan including a description of participation in a Regional Health Information Organization (RHIO) to ensure compliance with current health information policy, standards and technical approaches, collectively referred to as Statewide Policy Guidance.
- Have structured interoperable health information technology systems, policies, procedures and practices to support the creation, documentation, execution, and ongoing management of a plan of care for every patient.

Please note the following:

Background. These requirements were developed with the input of the Department of Health Executive Workgroup that was evaluating polices related to retail clinics. There has been no statutory or regulatory changes made to implement these potential requirements.

Additional requirements. Additional requirements specific to each ambulatory services provider will also apply. These potential requirements are detailed in separate reports.