



Chapter 8

General Clinic And Staff Policies

PETTY CASH TRANSACTIONS

PURPOSE: To establish policy regarding a petty cash fund for non-budgeted expenses.

POLICY: It is the policy of this clinic not to maintain a petty cash fund at this time.

BUDGETED PURCHASES

PURPOSE: Ordering and receiving of budgeted supplies.

POLICY: Supply orders shall be placed through a centralized office by the Clinic Coordinator, in accordance with the annual budget.

PROCEDURES:

PURCHASING

1. All ordering of supplies is done through a centralized office within Clinton Regional Hospital. Designated Clinic personnel will utilize the online ordering system. All items ordered through Central Supply will process through appropriate routes for approval. For outside ordering the Clinic Coordinator will forward the Purchase Requisition form to the Market Practice Manager who will then initial and forward for administrative approval. Order will be placed once all signatures are completed.

2. Orders from Central Supply will be delivered to clinic by courier. Outside vendor orders will be shipped to the clinic site location.

RECEIVING

1. Upon receipt of outside vendor orders, the Clinic Coordinator signs the packing slip and forwards to the Accounting Department for payment.

2. If the vendor invoices the Accounting Department (delivery site must be identified) they will match to packing slip and processes for check preparation.



FIXED ASSETS

It is the policy of Clinton Regional Hospital Clinic that all fixed assets (capital equipment) will be listed, maintained and distributed by the Clinton Regional Hospital Accounting Department. A fixed assets schedule will be maintained, tested for accuracy and updated annually.

PROCEDURES:

1. General office equipment will be managed through materials requisition and inventory systems. As supplies are received, the Clinic Coordinator will be responsible for maintaining an order entry.
2. Each clinic site on a weekly basis should forward a request for medical and pharmaceutical supplies. Each site will have a standardized listing of all drugs, medications and medical supplies to assist in the accurate completion of the order.
3. Each clinic will receive a monthly invoice from Clinton Regional Hospital Pharmacy for all Pharmaceutical supplies ordered. This should be utilized to match with the initial log to ensure all items have been received. Any discrepancy should be addressed with the Pharmacy and will be adjusted on the next month's invoice.
4. It is the responsibility of the Clinic Coordinator to properly manage general office equipment, medical and pharmaceutical supplies, and capital equipment for cost effectiveness, quality control, timely delivery and inventory control. The Office Coordinator will coordinate with the clinic nurse in the requisition of medical and pharmaceutical supplies.



CHECK REQUEST

PURPOSE: Requesting a check for non-budgeted goods or services.

POLICY: This policy is used when purchasing goods and services needed by the clinic to serve patient's needs, when they are needed at a competitive price and need to be prepaid and the vendor will not be invoicing the clinic.

Some examples when a check request would be necessary:

- Seminars
- New subscriptions or periodicals
- Prepayment for any service or good

PROCEDURES: As goods and services are needed for the Clinic AND need to be prepaid, please follow the steps listed below:

1. Complete a Check Request Form.
 - a. Date check request.
 - b. Enter reason for the check.
 - c. Enter department # this request is for.
 - d. Enter the amount of the check.
 - e. List to whom the check is to be paid.
 - f. Sign and date of the check request.
2. Submit completed check requests to Market Practice Manager for approval.
3. Approved check request will be routed for proper signatures.
4. Once accounting receives check request with all appropriate information the check will be completed and mailed.
5. Clinic should keep copies of all check requests for reference.



STAFF EDUCATION AND TRAINING

ORIENTATION PROGRAM

A program is provided to instruct new personnel in the Policies and Procedures of Clinton Regional Hospital and Clinton Regional Hospital Clinic and to develop untrained personnel into highly specialized individuals necessary to care for the patient.

CLINIC DEPARTMENT STAFF MEETING POLICY

PURPOSE: To improve patient care through regular staff input. It is the policy of the Clinic to provide time for staff meetings, to give all staff an opportunity to:

Discuss subjects of mutual interest and concern, regarding all Clinic functions:

1. Receive and give reports;
2. Review Clinic policies and procedures;
3. In-service programs

POLICY: Regular monthly meetings will be held for the purpose of updating or revising clinic policies and/or procedures and for staff training purposes. These meetings will be attended by the clinic staff, Mid-level Provider, Supervising Physician, Providers, and/or Medical Practice Manager.

PROCEDURES: It will be the shared responsibility of the Clinic Coordinators to organize the monthly clinic meetings and maintain all meeting notes for future reference. It is the responsibility of all required staff members to attend and contribute to monthly meetings.

One Clinic Coordinator will be appointed as Chairperson, preparing the agenda and conducting the meeting. Those who should attend include: clinic coordinators, office personnel, nurses, Mid-level Provider, Providers, and/or Clinic Practice Manager.

All those attending will be required to sign the sign-in sheet for each meeting. When off duty, compensation will be paid for attendance.

It will be the responsibility of all staff member who miss any meetings to read the minutes of the missed meeting before their next scheduled shift one week after minutes were read and approved and will initial those minutes have been read.



IN-SERVICES

Every staff member of the clinic will be required to make an effort to attend in-services as necessary that will focus on the training of staff in handling emergencies and non-emergencies. It will be the responsibility of the Clinic Coordinator(s) to properly document the content of the in-services and who attended.

These in-services should be held no less than quarterly.

TRAINING RECORDS

It will be the responsibility of the individual employee to maintain all his/her CME, CEU, or other continuing education hours.

Current CPR cards and performance appraisals for medical personnel will be kept in the employee's file in the Human Resources Department at Clinton Regional Hospital.



HUMAN RESOURCES STAFFING

AT-WILL EMPLOYMENT

HUMAN RESOURCES

PERSONNEL RECORDS

CPR CERTIFICATION

DRESS CODE AND CONDUCT

DISCIPLINARY ACTION

Refer to Clinton Regional Hospital for Human Resources Policies and Procedures.

Clinton Regional Hospital Director of Human Resources

Chasity Richardson

100 N 30th St.

Clinton, Oklahoma 73601 (580) 547-5128



INCLEMENT WEATHER POLICY

PURPOSE: To notify patients and staff that the clinic will be closed due to inclement weather, i.e., snow, ice, etc.

The Provider, Practice Administrator, and Hospital Administration will decide whether or not to close the clinic. If the clinic is closing due to inclement weather conditions it will be the responsibility of the Clinic Manager to contact patients via phone advising of the closing.

In the effort to be pro-active in these situations, the clinic will post notices in the clinic, on the entrance of the building that states:

"Due to anticipated inclement weather conditions, the office may be closed. Please call the clinic before coming for your appointment".

Phone calls may also be made by the Office Coordinator the day prior advising scheduled patients that "the office may be closed and to call before coming to your appointment".



RISK MANAGEMENT

It is the policy of Clinton Regional Hospital Clinic that the risk management program adopted by Clinton Regional Hospital will be applicable to all departments within the clinic.

PROCEDURES:

1. Any records of treatment requested by the patient on dismissal will be provided.
- 5 Any patient will have the right to refuse care. If a patient refuses the care recommended by the attending

Provider, the following will be documented in the patient's clinical record:

- a. Patient's condition and medical necessity.
 - b. The treatment plan recommended.
 - c. The patient's refusal to accept and follow the recommended treatment plan and possible consequences of refusal.
 - d. Measures to secure alternative treatment if applicable.
- 6 Athena/PPSI will review all delinquent bills and attended methods of collections before referring the matter to an outside collection agency.
 - 7 All incident reports of patient or visitor injury will be reported and reviewed by the Hospital Risk Management Department.
 - 8 Periodic review of all litigation proceedings that may affect and/or involve the clinic, its staff and/or health care practitioners will be conducted through the Market Practice Manager.
 - 9 Review of all deaths, trauma or adverse events occurring will be conducted through the Risk Management Department.
 - 10 Patient satisfaction and complaints will be addressed through the patient satisfaction survey information and referred to the Hospital Quality Department.



11 Ongoing lines of communication will be established between the clinic and the Hospital and Corporate Department of Risk Management.

12 Any information requested in writing from governmental agencies, attorneys, consumer advocate groups, reporters, and other media will be provided at the discretion of the Practice Administrator.

13 Any communication dealings entered into with competing health care organizations will be handled in a professional and courteous manner and in compliance with all local, state, and federal regulations.



COMPUTER SYSTEM AND INTERNET POLICIES

PURPOSE: Secure access to computer and internet policies.

POLICY: The clinic has sophisticated computer system with access open to all clinic employees based on their security clearance, which is determined by their job description. Responsibility for the computer systems rests with the Clinic Coordinator.

PROCEDURES: Employees requiring computer access will be required to complete the appropriate "computer access" form and this will be forwarded to Clinton Regional Hospital for processing.

- Passwords and logins will be provided to each employee as required. These passwords are to be personalized by employee(s) upon initial usage and periodical changes may be required.
- The computer is to be placed in a secure location to avoid any patient's personal information being viewed by unauthorized personnel. A screen cover may be required, if so advise the Clinic Coordinator.
- Computers will be set on a specific time to avoid any authorized access, employee will be required to log on to continue daily clinic activities
- Passwords are not to be shared.
- No computers are to leave the building without the permission of the Clinic Coordinator.
- These computers are not to be used for personal purposes; no games are to be played.
- Information Systems (IS) will be notified immediately of any computer problems. Employees are not to download or implement any personal computer programs on these computers.
- Access to selected internet hosts or networks may be denied.
- Computer equipment is not to be abused or mishandled.

Clinton Regional Hospital 4/16/25/2025

Clinic Polices –Chapter 8 General Clinic and Staff Policies – Petty Cash Transactions Policy, Fixed Assets Policy, Check Request Policy, Staff Education and Training orientation Program Clinic Department Staff Meeting Policy, In-Services, Inclement Weather Policy, Risk Management, Computer System and Internet Policies,

Hospital Administrator

[Signature]

Director of Nursing

Date

4-16-25

Date

Medical Director

[Signature]

Quality Director

Date

4-16-25

Date

Additional Staff Member/Title

[Signature]

Additional Staff Member/Title

[Signature]

Additional Staff Member/Title

[Signature]

Additional Staff Member/Title

[Signature]

Additional Staff Member/Title

[Signature] Admissions

Additional Staff Member/Title

Date

4-16-25

Date

4/16/25

Date

4-16-25

Date

4/16/25

Date

4-16-2025

Date

Additional Staff Member/Title

Date

Additional Staff Member/Title

Date

Additional Staff Member/Title

Date

Additional Staff Member/Title

Date