



Chapter XVII

Ambulatory Care

1. Ambulatory Care (AM)
2. Dental Services (DN)



1. Ambulatory Care (AM)

Scoring:

Ambulatory Care (AM)

Standard		FM (3)	PM (2)	MM (1)	NM (0)	NA
AM.1.	There is a written scope of service.					
AM.2.	There is a nurse in charge of Ambulatory Care Services who handles administrative and clinical issues related to nursing.					
	AM.2.1 There is a job description for the nurse leader describing the role and responsibility.					
AM.3.	There is an appointment system.					
AM.4.	Policies and procedures cover:					
	AM.4.1 Verification of patient identification at each visit.					
	AM.4.2 Infection control guidelines.					
	AM.4.3 Use of any sedation.					
AM.5.	On the first visit, the attending physician performs a comprehensive history and physical examination.					
AM.6.	The history and physical examination with preliminary or final diagnosis are documented in the clinical record including the problems' list.					
AM.7.	The attending physicians inform & educate their patients (in the language they understand) about:					
	AM.7.1 The nature of their illness.					
	AM.7.2 Diagnosis.					
	AM.7.3 Treatment plan.					
	AM.7.4 Medications used, their side effects and response to therapy.					
AM.8.	If admission is needed, the patient is informed about:					
	AM.8.1 Expected length of stay.					
	AM.8.2 Any surgery to be done.					



Ambulatory Care (AM)

Standard		FM (3)	PM (2)	MM (1)	NM (0)	NA
	AM.8.3 Benefits and complications of the treatment plan (including surgery).					
	AM.8.4 Cost attached.					
AM.9.	If an Outpatient procedure is planned to be done, then:					
	AM.9.1 Procedures are explained to the patient.					
	AM.9.2 Consent is taken.					
	AM.9.3 Clear follow-up instructions are given.					
	AM.9.4 Follow-up appointment is given.					
AM.10.	If any local anesthetic will be used, the physicians are expected to document:					
	AM.10.1 Dose of the local anesthesia to be used.					
	AM.10.2 The type of the local anesthesia and its suitability to the patient's condition.					
AM.11.	For the use of any sedation on the patient, the hospital policy regarding the use of conscious sedation is followed.					
AM.12.	There is a crash cart available in the vicinity.					
AM.13.	All nurses working in the Ambulatory Care unit check the crash cart and that includes all emergency supplies and medications each shift.					
	AM.13.1 There is written documentation of the checklist.					

2. Dental Services (DN)

Scoring:



Dental Services (DN)

Standard		FM (3)	PM (2)	MM (1)	NM (0)	NA
DN.1.	A qualified dentist is in-charge of the dental services.					
DN.2.	Qualified staff dental technicians are available in the Dental services.					
DN.3.	There is a written scope of service for the Dental Unit.					
DN.4.	There is one dental assistant per chair.					
DN.5.	The crash cart with defibrillator is available in the vicinity and is checked and maintained.					
DN.6.	All dental staff are privileged through the Privileging committee to perform the different types of dental procedures.					
DN.7.	Patients are educated and informed about:					
	DN.7.1 The nature of problem.					
	DN.7.2 Treatment and procedures needed.					
	DN.7.3 Time needed to finish the course of treatment.					
	DN.7.4 Cost attached.					
DN.8.	Each patient has a dental record written that includes:					
	DN.8.1 History of allergic reactions.					
	DN.8.2 Any chronic illnesses, e.g., Congenital Heart Disease, Rheumatic Heart Diseases and Diabetes.					
	DN.8.3 Any hematological illnesses, e.g., hemophilia.					
	DN.8.4 Chief complaints of patients.					
	DN.8.5 Treatment plan.					
	DN.8.6 X-rays needed.					
	DN.8.7 Treatment or Planned procedure to be performed.					



Dental Services (DN)

Standard	FM (3)	PM (2)	MM (1)	NM (0)	NA
DN.8.8 Dose of local anesthesia, the tooth treated and the material used.					
DN.9. Consent is obtained for all high-risk procedures.					
DN.10. Infection Control guidelines are strictly enforced. The guidelines include but are not limited to:					
DN.10.1 Using gloves and masks for each case.					
DN.10.2 Wearing protective eyewear.					
DN.10.3 Providing eye protection for patients.					
DN.10.4 Wearing gowns in the dental suite.					
DN.10.5 Sterilizing all reusable instruments after each patient according to a written protocol.					
DN.10.6 Cleaning all items in the ultrasonic unit.					
DN.10.7 Sterilizing all hand pieces, nose cones between patients.					
DN.10.8 A written protocol for sterilizing the instrument to indicate time and method of use for sterilization.					
DN.10.9 Cleaning surfaces of working area between patients.					
DN.11. There is a policy on the use of I.V. sedation or nitrous oxide and only privileged dentists are allowed to administer it.					
DN.12. Dental procedures requiring general anesthesia should be done according to hospital policies and procedures.					
DN.13. The need for antibiotic prophylaxis is assessed for each patient.					
DN.14. Safety rules are applied in the Dental lab, and includes but is not limited to:					
DN.14.1 Wearing of protective eye wear.					
DN.14.2 Fire extinguishers					
DN.14.3 Cautionary signs posted.					



**Dental
Services
(DN)**

Standard	FM (3)	PM (2)	MM (1)	NM (0)	NA
DN.14.4 A hooded exhaust in the casting area.					
DN.14.5 Oxygen cylinders safely stored.					
DN.14.6 Safe evacuation of fumes exists.					
DN.14.7 Fire blanket is available.					
DN.14.8 Eye washing sink is available.					
DN.14.9 Emergency gas is available.					