SPECIALTY PHYSICIAN PRACTICE DISPENSING v.1.0

RISK MANAGEMENT

RM 1: Regulatory Compliance
   RM 1-1: Regulatory Compliance and Internal Controls
   RM 1-2: Policy Addressing Reporting of Violations
RM 2: Business Continuity Risk Management
   RM 2-1: Business Continuity Plan
   RM 2-2: Physician Practice Emergency Management Plan
   RM 2-3: Business Continuity Plan Testing
RM 3: Information Systems Risk Management
   RM 3-1: Information Systems Risk Assessment and Reduction

CONSUMER PROTECTION AND EMPOWERMENT

CPE 1: Protection of Consumer Information
   CPE 1-1: Privacy and Security of Consumer Health Information
   CPE 1-2: Information Management
CPE 2: Healthcare Ethics
   CPE 2-1: Not Applicable
   CPE 2-2: Ethical Healthcare Practices
   CPE 2-3: Monitoring and Oversight of Ethical Healthcare Practices
CPE 3: Consumer Protection
   CPE 3-1: Clinical Staff Credentialing
   CPE 3-2: Clinical Oversight of Program
   CPE 3-3: Consumer Safety Protocols
   CPE 3-4: Employment Screening
   CPE 3-5: Financial Incentives
   CPE 3-6: Not Applicable
CPE 4: Consumer Empowerment
   CPE 4-1: Consumer Complaint Process
   CPE 4-2: Health Literacy Promotion

OPERATIONS AND INFRASTRUCTURE

OPIN 1: Business Ethics
   OPIN 1-1: Code of Ethical Business Conduct
OPIN 2: Business Management
   OPIN 2-1: Written Business Agreements
   OPIN 2-2: Maintaining and Complying with Policies
OPIN 3: Staff Management
   OPIN 3-1: Job Descriptions and Staff Qualifications
   OPIN 3-2: Staff Training Programs
   OPIN 3-3: Formal Acknowledgment of Compliance with the Organization’s Legal Requirements and Code of Conduct
   OPIN 3-4: Staff Member Performance Review
OPIN 4: Delegation
   OPIN 4-1: Delegation Management

PERFORMANCE MONITORING AND IMPROVEMENT

PMI 1: Quality Oversight Procedures and Responsibilities
   PMI 1-1: Quality Management Program Scope
   PMI 1-2: Quality Management Program Structure and Oversight
   PMI 1-3: Quality Management Program Implementation
   PMI 1-4: Data Management and Performance Reporting
   PMI 1-5: Quality Management Program Evaluation

PHYSICIAN PRACTICE OPERATIONS

P-OPS 1: Scope of Services
   P-OPS 1-1: Define Operations
P-OPS 2: Qualified Health Care Provider Oversight
   P-OPS 2-1: Qualified Health Care Provider Oversight
P-OPS 3: System Requirements
   P-OPS 3-1: Supports E-Prescribing
   P-OPS 3-2: Complies with NCPDP
P-OPS 4: Patient Onboarding and Prescription Intake
- P-OPS 4-1: Clinical Information
- P-OPS 4-2: Verifying Eligibility
- P-OPS 4-3: Manufacturer and FDA Requirements
P-OPS 5: Medication Order Review and Verification
- P-OPS 5-1: Medication Order Review
P-OPS 6: Preparation and Dispensing
- P-OPS 6-1: Labeling and Packaging
P-OPS 7: Medication Verification
- P-DIS 7-1: Medication Verification
P-OPS 8: Distribution
- P-OPS 8-1: Setting Criteria for Shipping
- P-OPS 8-2: Distribution Process Testing
- P-OPS 8-3: Packing Procedures
- P-OPS 8-4: Holding Shipments
- P-OPS 8-5: Tracking Shipments
- P-OPS 8-6: Handling Breakdowns
P-OPS 9: Physician Practice Operation Performance
- P-OPS 9-1: Dispensing Accuracy
- P-OPS 9-2: Distribution Accuracy
- P-OPS 9-3: Adherence

PHYSICIAN PRACTICE PRODUCT HANDLING AND SECURITY
P-PROD 1: Procurement and Inventory Management
- P-PROD 1-1: Purchasing and Monitoring of Product Inventory
- P-PROD 1-2: Medication Returns
P-PROD 2: Controlled Substances
- P-PROD 2-1: Dispensing, Inventory Management and Security
P-PROD 3: Hazardous Materials
- P-PROD 3-1: Hazardous Material Management
- P-PROD 3-2: Employee Safety
P-PROD 4: Unacceptable Medications
- P-PROD 4-1: Handling and Removal

P-PROD 5: Facility Security
- P-PROD 5-1: Access Levels
P-PROD 6: Machines and Equipment
- P-PROD 6-1: Machine and Equipment Maintenance
P-PROD 7: Compounding
- P-PROD 7-1: Compounding Requirements

PATIENT SERVICE AND COMMUNICATION
P-PSC 1: Patient Information and Support
- P-PSC 1-1: Patient Information
- P-PSC 1-2: Support Services
- P-PSC 1-3: Adverse Drug Events
- P-PSC 1-4: Accommodating Diverse Populations
P-PSC 2: Measuring Complaints and Satisfaction
- P-PSC 2-1: Patient Complaints
- P-PSC 2-2: Patient Satisfaction
P-PSC 3: Communication Process and Monitoring
- P-PSC 3-1: Telephone Performance
- P-PSC 3-2: Non-Telephonic Communications
- P-PSC 3-3: Clinical Communication Services

REPORTING PERFORMANCE MEASURES TO URAC
RPT 1: Reporting Performance Measures to URAC
- RPT 1-1: Reporting Performance Measures to URAC

PATIENT MANAGEMENT
PM 1: Patient Management Program Overview
- PM 1-1: Structure and Oversight
- PM 1-2: Scope
- PM 1-3: Documentation
PM 2: Program Disclosures
- PM 2-1: Rights and Responsibilities
- PM 2-2: Patient Information

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PM 3: Assessments
- PM 3-1: Initial Assessments
- PM 3-2: Reassessments
- PM 3-3: Clinical Interventions

PM 4: Education and Support
- PM 4-1: Education Requirements

PM 5: Care Team Collaboration
- PM 5-1: Coordination of Care

PM 6: Program Evaluation and Review
- PM 6-1: Annual Patient Management Program Evaluation
- PM 6-2: Evaluation Disclosures