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1. All patient care services are supervised by physicians who are licensed in the State of Idaho and are members of the hospital staff.
 - Direct patient care may be initiated and ordered by a physician, physician assistant, or advanced practice nurse to the extent of the clinical practice privileges for which each practitioner has been credentialed and approved.
 - Outpatient services may be initiated and ordered by practitioners who hold medical staff privileges and satisfy the hospital’s policies for ordering applicable outpatient services and for referring patients for hospital outpatient services.

2. All provisions for care are established by the active Medical Staff under the provision of the Bylaws and recommendations approved by the Hospital Board of Trustees and the Administrator.

3. The State of Idaho by legislative mandate requires licensure for the following health care providers: physicians, chiropractors, podiatrists, pharmacists, and dentists, physician assistants, advanced practice nurses, registered nurses, licensed practical nurses, respiratory therapists, physical therapists, physical therapy assistants, occupational therapists, dieticians, psychologists, acupuncturists, and social workers.

4. All persons employed by or providing contracted services at Syringa Hospital & Clinics in any of the above listed disciplines will have in their personnel files a current copy of the appropriate license. It is the responsibility of persons in the above categories to provide the hospital with a copy of their current license. As a condition of providing patients services, it is the responsibility of persons in the above categories to renew their license at the appropriate time. Finally, it is the responsibility of these persons to advise the hospital of any change in their licensure.

5. As a critical access hospital, Syringa Hospital & Clinics has entered into an agreement for credentialing with the Idaho Hospital Association (IHA), who has conducted an initial evaluation of the hospital’s credentialing system. This evaluation consisted of a 100 percent review of credentialing files at the hospital to verify that:
 - a. There is a credentialing file maintained on each practitioner on the medical staff.
 - b. Each practitioner has been approved for specific privileges listed in the file.
 - c. The Syringa Hospital & Clinics medical staff and governing board have approved the

appointment of all practitioners granted privileges.

- d. The National Practitioners Data Bank has been queried for all practitioners.
6. Every two years, after initial evaluation, the IHA reviews the credentialing files at Syringa Hospital & Clinics and verifies each of the elements above.
7. As a critical access hospital, Syringa Hospital & Clinics will maintain an overall average patient length of stay of 96 hours or less.
8. At all times there will be one or more licensed registered nurses on duty within the hospital.
9. Every patient presenting to Syringa Hospital & Clinics requesting examination or treatment will receive an initial screening examination to determine the presence of an emergency medical condition. (See EMTALA Medical Screening Policy).
10. At Syringa Hospital & Clinics a medical screening examination may be performed by registered nurses who have been approved to work independently in emergency room and/or LDR as applicable, and meet the eligibility requirements noted in the EMTALA Medical Screening Policy.
11. All pain management activities are provided for patients with an appropriate concern for the patient, and above all, with the recognition of the patient's dignity as a human being.
12. Refer to the Pharmacy Services Policy re: the handling and administration of medications.
13. Provider Orders
 - a. Standing orders must be approved by the Medical Staff and signed by the attending physician when used.
 - b. Verbal orders (are permitted only when absolutely necessary) and telephone orders must be given to an RN or LPN by a physician or by an advanced practice professional (e.g. CRNA, FNP, PA). The order must be electronically signed within 24 hours.
 - c. Telephone orders may be relayed to the RN or LPN from the physician through the physician office clinical staff (e.g. RN, LPN, MA, or CNA).
 - d. Verbal or telephone orders or telephonic reporting of critical test results will be verified by having the person receiving the information record and "read-back" the complete order or test result.
 - e. Orders for prescription medications must be relayed directly by the healthcare provider with prescriptive authority (e.g. MD, DO, FNP, CRNA).
 - f. The nurse will view and verify all electronic orders.
14. For patient safety, direct physician-to-physician communication will occur before transferring care of a complex/critical patient.
15. Procedures for clinical and diagnostic services are outlined in the policy/procedure manuals of the hospital.
16. Medical records are maintained as outlined in the Medical Staff By-laws and Rules, and Health Information Management (HIM) policies.

17. When any patient is transferred from this facility to any other hospital appropriate patient records will be sent.
 - a. Copies of all pertinent patient records, including laboratory and diagnostic information available will be sent electronically and with the patient.
 - b. A discharge summary by the attending practitioner will also accompany the patient. Clinical records not available at discharge, but which later become available will be sent by fax or other form of electronic transfer as appropriate.
18. When a death occurs at the hospital, the mortician who picks up the body will sign the Donor Network sheet and nursing places the information in the patients' EHR.
19. Restraints will be applied only in accordance with the Restraint Policy (see separate Restraint Policy).
20. Syringa Hospital & Clinics is a smoke-free facility. Smoking is prohibited within the hospital, and on any of its property (Refer to the Smoking Policy)
21. Any patient with an infection or communicable disease shall be isolated and/or treated with appropriate infection control precautions as outlined in the Infection Control Policy.
22. All patients will be provided with information regarding their Patient Rights. (See Patient Rights Policy and Swing bed Patient Rights).
23. Civil Rights and American Disabilities Act: It is the policy of Syringa Hospital & Clinics to comply with the provisions of Title VI of the Civil Rights Act of 1964 in providing language assistance to persons who have limited English proficiency when they seek the services of this organization. See the policy on Auxiliary Aids & Services for Persons with Disabilities.
24. Annually, Syringa Hospital & Clinics will evaluate its services and total program. The purpose of this evaluation will be to ensure that suitable services are being delivered to the community and that critical access hospital designation remains the most appropriate service level for the hospital
 - a. Utilization of services including number of patients serviced and volume of services;
 - b. Review of average length of stay;
 - c. Review of a representative sample of both active and closed clinical records;
 - d. Review of all clinical care policies.
 - e. The patient care policies will be reviewed by the clinical staff, including at least one member of the active medical staff, and by at least one non-staff professional.
25. Syringa Hospital & Clinics respects the rights of patients to designate visitors and recognizes the contribution of family and friends in promoting comfort and safety. The hospital may restrict or limit visitation when deemed medically appropriate.
 - a. Designated visitors include family members and individuals designated by legally valid advance directives (such as durable powers of attorney and health care proxies).
 - b. Designated visitors will have the same visitation privileges as that of immediate family members.

Syringa Hospital & Clinics will not deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

26. Safe Haven: SHC follows the Idaho Safe Haven Act passed in 2001. See the Safe Haven Act guidelines.
27. Weapons Prohibition: See the Weapons prohibition policy
28. Physician Coverage: Syringa Hospital & Clinics generally schedules physician coverage to meet the anticipated needs of our patients; however, because the hospital does not provide physician coverage 24 hours a day, 7 days a week, there may be times that a physician is not physically present at the hospital. At all times, the hospital does have qualified, trained emergency registered nursing staff who will assess and provide initial treatment for any emergent condition that might arise. In addition, a physician is always on-call and available to respond to issues at the hospital. If a condition requires additional or alternative care, the hospital has protocols in place for contacting available on-call specialists or transferring the patient to another facility. See Physician Coverage Written Notice