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### Outpatient Inspection Checklist- Final

Name of the Facility: \_\_\_\_\_

Date of Inspection: \_\_\_\_/\_\_\_\_/\_\_\_\_

Ref.	Description	Yes	No	N/A	Remarks
<b>3</b>	<b>Final Inspection and Issuing the License</b>				
3.2.3	Install and operate medical equipments required for provision of the outpatient health care services in accordance with manufacturer specifications.				
3.2.4	Provide documented policies and procedures for the following:				
3.2.4.1	Infection control measures and hazardous waste management				
3.2.4.2	Medication management				
3.2.4.3	Patient health record				
3.2.4.4	Patient transfer and emergency action plan				
3.2.4.5	Radiation Safety (if applicable)				
3.2.5	Maintain Charter of Patients' rights and responsibilities noticeably posted on the premises at least in two languages (Arabic and English).				
3.2.6	Provide evidence of FANR license to use the Ionizing Radiology equipment in the facility or FANR registration number (If the facility is providing the services).				
3.2.7	Maintain adequate lighting and utilities, including temperature controls, water taps, sinks and drains, electrical outlets and communications;				

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3.2.8	Keep floors, work surfaces, and other areas clean and neat;				
3.2.9	Clearly display the hours of operation of the facility as well as the type of services available;				
3.2.10	Clearly displayed hazardous signs aimed to restrict access for the safety of patients, visitors and staff.				
3.2.11	Designate secured areas for the collection of medical waste, general storage facilities for supplies and equipment and storing area for hazardous materials.				
3.2.12	Provide a sufficient number of toilets for patients, their families, and staff.				
3.2.13	Access for disabled toilet within the same building is required for all new Outpatient Care facilities.				
3.2.14	Keep the facility accessible for handicapped and disabled individuals.				
<b>12</b>	<b>General Design Considerations</b>				
12.5	Signage shall be provided to direct people unfamiliar with the facility to entrances and facility parking areas (if provided).				
12.8	Public corridors shall have a minimum width of 1.52 meters (5 feet). Items such as provisions for drinking water, vending machines, etc., shall not restrict corridor traffic or reduce the corridor width below the required minimum.				
12.9	The minimum door opening width for patient use shall be 86.36 centimeters (2 feet 10 inches). If the facility serves patients confined to wheelchairs, the minimum width of door openings to rooms shall be 3 feet 8 inches (1.12 meters).				
12.10	Door swings should be oriented to provide patient				

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	privacy.				
12.11	The minimum ceiling height shall be 2.39 meters (7 feet 10 inches)				
12.12	Color contrast between walls, floors and doors shall be considered as it may reduce falling risk of blurred vision patients.				
12.13	Selected flooring surfaces shall be easy to maintain, readily cleanable, and appropriately wear-resistant for the location,				
12.14	Stairways flooring shall have slip-resistant surfaces				
12.15	Slip-resistant flooring products shall be considered for flooring surfaces in wet areas (e.g. ramps, shower and bath areas) and areas that include water for patient services.				
12.16	Carpet cannot be used in examination and treatment rooms, if used in patient waiting areas and corridors carpet shall be glued or stretched tight and free of loose edges or wrinkles.				
12.17	Wall finishes shall be washable, moisture-resistant and smooth, wall finish treatments shall not create ledges or crevices that can harbor dust and dirt.				
12.18	Joints for floor openings for pipes and ducts shall be tightly sealed.				
12.19	Highly polished flooring, walling or finishes that create glare shall be avoided.				
<b>13</b>	<b>Reception and Waiting Area</b>				
13.1	A reception/information counter or desk shall be located to provide visual control of the entrance to the outpatient unit and shall be immediately apparent				

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	from that entrance; the information counter should provide access to patient files and records.				
13.2	Male and Female waiting area for patients and escorts shall be under staff control. Privacy shall be ensured in the female waiting area design.				
13.3	Waiting area shall be provided with provision of drinking water.				
13.4	The waiting area seats ratio must be at least two seats/each consultation room (2:1).				
13.5	Where pediatrics service provided in the facility, a separate controlled area for pediatric patients shall be designated.				
13.6	Wheelchairs shall be accommodated within the waiting area.				
13.7	Toilet(s) for public use shall be conveniently accessible from the waiting area without passing through patient care or staff work areas. A hand-washing station shall be provided in the toilet room.				
<b>14</b>	<b>Consultation and Examination Rooms</b>				
14.1	Room space requirements shall depend on the services provided but at least shall meet the following:				
14.1.1	Consultation and examination room (in the same vicinity) shall have a minimum floor area of 12 square meters (129 square feet). The minimum room dimension shall be 3 meters (9.8 feet).				
14.1.2	Consultation room only (without examination) shall have a minimum floor area of 9 square meters (96.8 square feet)				
14.2	Room arrangement shall permit a minimum clearance				

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	of 81.28 centimeters (2 feet 8 inches) at one side of the examination table or bed.				
14.3	A counter or shelf space for writing and documentation shall be provided.				
14.4	A hand-washing station with a hands free operating tap and liquid or foam soap dispensers shall be provided in all examination room(s). Sinks shall be designed with deep basins, made of porcelain, stainless steel, or solid surface materials.				
14.5	Hand sanitizer dispenser shall be provided in addition to hand-washing stations.				
14.6	Provisions for hand drying shall be available at all hand-washing stations.				
14.7	Equipments and supplies required for each specialty/service shall be based on the services provided in the Outpatient Care facility.				
<b>15</b>	<b>Treatment Rooms</b>				
15.1	Regular treatment room for injection or nebuliser shall have a minimum floor area of 7.5 square meters (80.7 square feet).				
15.2	Rooms for minor treatments, procedures and casting, if provided, shall have a minimum floor area of 11.15 square meters (120 square feet). The minimum room dimension shall be 3 meters (9.8 feet).				
15.3	Room arrangement shall permit a minimum clearance of 91.44 centimetres (3 feet) at each side and at the foot of the bed.				
15.4	Hand-washing station shall be provided and meet the above mentioned criteria.				
15.5	Documentation space or counter for writing shall be				

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	provided.				
15.6	A lockable refrigerator for medication use.				
15.7	Locked storage for controlled drugs (if used)				
15.8	Door swings should be oriented to provide patient privacy in the treatment room.				
<b>16</b>	<b>Dental Rooms</b>				
16.1	Dental consultation and treatment room(s) shall have a minimum floor area of 12 square meters (129.1 square feet). The minimum dimension of the room shall be 3 meters (9.8 feet).				
16.2	The dental room door swing and direction of the dental chair shall consider patient privacy.				
16.3	Orthodontics consultation and treatment room(s) shall have a minimum floor area of 9 square meters (96.8 square feet)				
16.4	If the facility providing multiple dental chairs in the same room, a minimum floor area of 9 square meters (96.8 square feet) shall be provided for each treatment chair.				
16.5	There must be a dedicated specific space (not less than 2 square meters) for cleaning and sterilization of dental instruments. Instruments sterilization and cleaning should not be executed inside the dental room.				
<b>17</b>	<b>Physiotherapy and TCAM Rooms</b>				
17.1	Physiotherapy, Osteopathy, Chiropractor, Traditional Chinese Medicine and therapeutic massage room/area shall have a minimum floor area of 7.5 square meters (80.7 square feet).				

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17.2	Door swings/curtains should be oriented to provide patient privacy.				
17.3	Designated shelf or area for storing and maintaining necessary permitted supplies such as acupuncture needles, primarily massage oil, etc.				
<b>18</b>	<b>Health Records Area</b>				
18.1	If paper based health records are used, filing cabinets and storage shall be provided for the safe and secure storage of patient's health records with provisions for easy retrieval.				
<b>19</b>	<b>Observation Room</b>				
19.1	If the Outpatient Care facility requires the provision of observation room, the room shall be convenient to a nurse station or control area.				
19.2	Patient's observation rooms shall have a minimum floor area of 7.43 square meters (80 square feet) per observation bed with hand-washing station in the vicinity.				
19.3	Door swings should be oriented to provide patient privacy				
<b>21</b>	<b>Equipment and Supply Storage</b>				
21.1	Dedicated waste collection and storage area				
21.3	Special storage for staff personal effects with lockable drawers or cabinets shall be provided.				
<b>22</b>	<b>Clinical Laboratory Requirements</b>				
22.1	Blood collection facilities shall have seating space, a work counter, a hand-washing station, and a reclining chair or gurney for patients who become unsteady. Blood collection area shall have a minimum floor area				

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	of 7.43 square meters (80 square feet).				
22.2	Clinical laboratory tests maybe performed on site or contracted to an outsource.				
22.3	On site clinical laboratory services maybe performed either as point of care testing in a general clinic or in a dedicated laboratory area in case of a polyclinic only.				
22.4	Laboratory area for basic haematology and biochemistry tests shall have a minimum clear floor area of 15 square meters (161.4 square feet).				
22.6	Work counters shall be sufficient to meet equipment specifications and laboratory technician needs and have the following:				
22.6.1	Hand-washing stations and counter sink(s).				
22.6.2	Communications service				
22.6.3	Electrical service				
22.7	If Microbiology services are provided, a dedicated closed area with appropriate equipments and supplies shall be provided in the facility, the ventilation of Microbiology shall be negative.				
22.8	Laboratory area shall have appropriate facilities for storage and refrigeration of blood, urine, and other specimens				
22.9	Storage cabinet(s) or closet(s) for the Clinical Laboratory shall be provided.				
<b>23</b>	<b>Diagnostic Imaging Requirements</b>				
23.4	If the facility providing contrast media services the facility must provide easy access for parking and emergency ambulance pick-up area within the facility				

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	premises (if there is invasive procedure).				
23.6	Sharing reception and support areas for diagnostic imaging services (e.g. Control desk, reception area, Consultation area) is permitted if required by the facility.				
23.7	If ultrasound services are provided in the facility, the ultrasound room shall be not less than 7 meters square provided that at least one examining bed is available. Patient toilet shall be accessible within the ultrasound room with a nursing call system.				
<b>24</b>	<b>Patient Assessment</b>				
24.1	A policy and procedure shall exist for access and assessment of patients based on the patient's condition and the facility's resources and services.				
<b>25</b>	<b>Patient Care</b>				
25.5	A documented policy shall exist for immunization if the service is provided in the facility.				
<b>28</b>	<b>Emergency</b>				
28.1	The care of emergency patients shall be guided by appropriate policies and procedures.				
28.6	List of emergency medical equipment required in the Outpatient Care facility:				
28.6.1	Emergency Cart with Cardiac board				
28.6.2	Patient monitoring equipment				
28.6.3	Patient trolley with IV stand				
28.6.5	Refrigerator for medication storage				
28.6.6	Defibrillator or Automated External Defibrillator (AED).				
28.6.7	Diagnostic set				

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28.6.8	Nebulizer				
28.6.9	Oxygen supply				
28.6.10	Oral airways				
28.6.11	Suction apparatus and tubes				
<b>29</b>	<b>Referral and Transfer</b>				
29.1	There should be a documented process for referrals to ensure appropriate and timely referral of patients to other healthcare professionals or another health facility to meet their continuing care needs.				
<b>30</b>	<b>Clinical Laboratory</b>				
30.6	The Clinical Laboratory services should have written policies and procedures shall be available and address, at a minimum:				
30.6.1	specimen collection;				
30.6.2	specimen preservation;				
30.6.3	instrument calibration;				
30.6.4	quality control and remedial action;				
30.6.5	equipment performance evaluation; and				
30.6.6	test performance				
30.6.7	tests turnaround time				
<b>36</b>	<b>Infection Prevention and Control</b>				
36.4	Requirements for proper hand hygiene shall include but, not limited to:				
36.4.1	Conveniently located hand wash basins, used only for washing purpose with hands free operating taps.				
36.4.2	Wall mounted non-refilling liquid soap dispenser next to each hand wash basin				
36.4.3	Wall mounted paper towel in use				

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36.4.4	Staff education on hand washing technique.				
<b>38</b>	<b>Falls Management Program</b>				
38.1	The incidence of falls and fall injuries shall be minimized through a falls management program.				
<b>43</b>	<b>Information Management</b>				
43.5.4	Retention and destruction of records shall be in compliance with relevant DHA regulations and guidelines (incinerating or shredding for hard copy records, wiping disks clean or the disks physically destroyed for electronic records).				
<b>45</b>	<b>Monitoring Quality and Complaints System</b>				
45.4	Complaint management policies and feedback procedure shall exist and be communicated to staff, patients and/or patients' representative.				
<b>46</b>	<b>Sentinel Events and Major Incidences</b>				
46.1	Each Outpatient Care facility shall develop a written sentinel event policy.				
<b>50</b>	<b>Fire Safety and Security Management</b>				
50.1	The facility shall establish a fire safety plan for early detection, confining, extinguishment, rescue, evacuation and alerting the Dubai Civil Defense				
50.2	The facility shall maintain fire extinguishers and fire protection equipments and devices as per the Dubai Civil Defense requirements				
50.4	There should be evacuation maps posted in the facility to indicate current locations marked with "You are here" to provide information regarding Escape routes and Fire exits.				
50.8	Emergency contact number for local police and Dubai				

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	Civil Defense shall be displayed.				
50.9	Written guidelines regarding lost and found items and safe keeping of patient belongings shall be available.				
<b>52</b>	<b>Waste and Environmental Management</b>				
52.1	Waste and environmental management should support safe practice and a safe environment. The Outpatient Care facility shall develop and implement a waste and environmental management policies.				
52.4	Independent storage area with dedicated containers must be available for disposing waste material. Clinical waste shall be stored in designated refrigerated containers with temperature control. Area shall be ventilated properly.				
<b>Appendix 1</b>	<b>Dental Clinic Equipment</b>				
1	Dental chair with instrument trolley and suction lines				
9	Thyroid lead Apron				
13	Dentist desk with two chairs.				
14	Sufficient amount of barriers and Personal Protective Equipments (PPE).				
16	Instrument cabinets with drawers				
17	Disposable kidney trays or equivalent.				
19	Non-refillable Hand Disinfectants and alcohol hand rub dispensers.				
20	Sharps Container				
<b>Appendix 7</b>	<b>Guidelines and Requirements of level II Anesthesia</b>				
<b>3</b>	<b>Medical Equipment</b>				
3.1	Emergency crash cart with proper supplies and				

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	medication.				
3.2	Oxygen supply.				
3.3	Suction apparatus with different size suction tubes.				
3.4	Airway equipment: appropriate sized oral airways, endotracheal tubes, laryngoscopes, oxygen masks and laryngeal masks.				
3.5	Defibrillator.				
3.6	Pulse oximeter.				
3.7	Electrocardiographic (ECG) monitor.				
3.8	Blood pressure apparatus with different size cuffs.				
3.9	Refrigerator for pharmaceuticals.				

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