



Health and Health related Institutions Regulatory Directorate

Medium clinic Inspection checklist

The checklist is prepared using the basic components of the regulatory standard, the 4Ps- **Practice, Premises, Professional and Products**. The checklist is prepared with an open ended question. Answers to these questions should be clear and precise.

General Instruction: *The team leader shall introduce the team to the CEO or management body of the medium clinic and briefly explain the purpose of the visit. To use time efficiently, the team can do the inspection in sub groups once relevant information is collected. Finally at the end of the visit the team will do Exit Briefing and collect recommendations.*

General Information:[Ask CEO/director]

- Name of the medium clinic: _____
- Year opened _____
- Facility Address:
 - Region _____ Sub-city/Zone/City _____ Woreda _____ Kebele _____
 - Telephone: _____
 - Fax: _____
 - P.O.Box: _____

- E-mail: _____
 - Specific area _____
- Facility head information
 - Name _____
 - Registration number _____
 - Phone number _____
 - Qualification _____
- Facility owner information
 - Name _____
 - Phone number _____
- Type of inspection
 - Initial/New
 - Routine
 - Follow-up
 - Investigative
- Ownership
 - Private
 - Governmental
 - Non-governmental
 - Other
- GPS coordinate _____
- Catchment population: _____
- Annual patient Load: _____

Does the Medium clinic have the following components? [Check]

1. Nursing practice----- (Yes___/No___)
2. Emergency service----- (Yes___/No___)
3. Outpatient service----- (Yes___/No___)
4. Minor Surgical service----- (Yes___/No___)
5. Labor and Delivery Service (Optional) ----- (Yes___/No___)
6. Emergency Pharmaceutical service----- (Yes___/No___)
7. Laboratory service----- (Yes___/No___)
8. Radiological imaging services (Optional) ----- (Yes___/No___)
9. Infection prevention and control service----- (Yes___/No___)
10. Medical Recording Service----- (Yes___/No___)
11. Health promotion service----- (Yes___/No___)

1. General Service requirements

S.N	Compliance status			Standard to be addressed	Remark	Score												
	Met	Partially met	Un met															
1.				The medium clinic shall be directed by General practitioner / Public Health officer /BSC Nurse/BSc Midwifery.														
2.				The clinic shall provide service only at outpatient/ambulatory level at least for working hours.														
3.				Emergency care with qualified staff shall be available during government working hours.														
4.				The medium clinic shall avail updated reference materials, treatment guidelines and manuals for common disease.														
5.				Diseases under national surveillance shall be notified to the FMOH through the proper reporting channel.														
6.				The medium clinic shall have at a minimum the following staff: <table><tr><th>Staffs required</th><th>Number Required</th></tr><tr><td>General Practitioner or Health officer</td><td>1</td></tr><tr><td>Nurse</td><td>1</td></tr><tr><td>Midwife</td><td>1</td></tr><tr><td>If delivery service available BSC midwife</td><td>1</td></tr><tr><td>Laboratory technician or laboratory technologist</td><td>1</td></tr></table>	Staffs required	Number Required	General Practitioner or Health officer	1	Nurse	1	Midwife	1	If delivery service available BSC midwife	1	Laboratory technician or laboratory technologist	1		
Staffs required	Number Required																	
General Practitioner or Health officer	1																	
Nurse	1																	
Midwife	1																	
If delivery service available BSC midwife	1																	
Laboratory technician or laboratory technologist	1																	

				Radiology technologist if ultrasound service is available	1			
				Radiology technologist/Radiographer (optional)	1			
				Receptionist	1			
				Cleaner	1			
7.				The medium clinic shall conduct workload analysis.				
8.				The medium clinic shall assign quality focal person to improve quality of service deliveries.				
9.				The medium clinic shall provide or facilitate training to their staffs.				
10.				The medium clinic shall display the following at visible place: a) List of Services available in the medium clinic during working hours & after working hours, b) List of Professionals working in the clinic during & after working hours, c) Updated list of Various fees and prices,				
11.				The medium clinic facilities shall be well marked and easily accessible for persons with disability.				
12.				Potential source of accidents shall be identified and acted upon like slippery floors, misfit in doorways and footsteps.				
13.				All patient care rooms shall be provided functional hand washing basin.				
14.				The Internal surfaces of the clinic (floors, walls, and ceilings) shall be: a) Smooth, impervious, free from cracks, b) Easy to clean and decontaminate effectively, c) Constructed of materials that are non-combustible or have high fire-resistance and low flame-				

				spread characteristics.					
15.				The circulation ways and sub corridors shall be a minimum 2m wide.					
16.				Patient serving corridors shall not be less than 2m wide.					
17.				Glass doors shall be marked to avoid accidental collision.					
18.				Medium clinic where functional units are at different floor shall have a mechanism of accessing all the functioning rooms horizontally either by stairs and ramp or stair and elevator.					
19.				The medium clinic shall have a minimum of the following premises set up:					
				S. N	Premises required	No. of rooms required	Area required		
				1.	Reception, Registration / Recording &Waiting area	1	16 sq. m		
				2.	Examination room	1	12sq.m		
				3.	Emergency observation/resuscitation room with two beds	1	16sq.m		
				4.	Instrument processing room	1	12sq.m		
				5.	Staff room	1	9sq.m		
				6.	MCH room with or without obstetric ultrasound	1	12sq.m		
				7.	Immunization room(optional)	1	9sq.m		
				8.	Laboring room (optional)	1	12sq.m		

				9.	Delivery room (optional) with 1 delivery couch	1	12sq.m			
				10.	Post natal rooms (optional)	1	12sq.m			
				11.	Shower room and toilet(if there is delivery service)	1				
				12.	Duty room if the emergency service is 24hs	1				
				13.	Treatment/procedure/injection room	1	9 sq.m			
				14.	Minor procedure room	1	12 sq.m			
				15.	Laboratory room	1	22sq.m			
					Sample collection room	1	4 including in 22sq.m			
				16.	X-ray room as per ERPA (optional)					
					• Conventional X-ray room	1	As per ERPA requirement			
					• Dark room(if necessary)	1				
					• Toilet with hand washing basin	2				
					• Patient dressing cubicle inside x-ray room	1				
					• sub waiting area	1				
				17.	Toilet(Male & Female)	2				
				18.	Staff toilet with shower	1				

				19.	Incinerator can be outsourced					
				20.	Area for burial pit					
				21.	Area for placenta pit if there is delivery service					
20.				Note; if the incinerator is not within the compound of the medium clinic, the medium clinic shall have a contractual agreement with authorized waste managing institution.						

2. Nursing practice

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially met	Un met	Practice		
1.				Nursing care service shall be directed by a licensed nurse professional.		
2.				There shall be written protocol describing the responsibilities of nurses for the nursing process (assessment, diagnosis, planning, implementation and evaluation). Such policies shall be reviewed at least once every two years shall be aligned with the national nursing care standard.		
3.				There shall be appropriate arrangements for nurses to access to clinical supervision, support and participate in regular clinical services audit and reviews.		
4.				Written copies of nursing procedure manual shall be developed and made available to the nursing staff in every nursing care unit. The manual shall be used at least to: a) Provide a basis for induction of newly employed nurses, b) Provide a ready reference on procedures for all nursing personnel. c) Standardize procedures and practice. d) Provide a basis for continued professional development in nursing procedures/techniques.		
5.				There shall be a procedure for standardized safe and proper administration of medications and other procedures done by nurses or designated clinical staff including regular checks of patients' medications and proper documentation of administered medicines.		
6.				Licensed nurses shall assess and document the holistic needs of patients; formulate implement		

			goal-directed nursing interventions and evaluate the plan of nursing care and involve patients, their relatives or next of kin in decisions about their nursing care. Nurses' documentation shall include: a) Medication, treatment, and other items ordered by authorized house staff members. b) Nursing assessment c) Nursing care needed and provided. d) Long-term goals and short-term goals. e) Patient and family teaching and instructional information. f) The socio-psychological needs of the patient. g) Preventative nursing care.		
7.			Documentation and completion of all patient's recording, registers, and reporting formats shall be the responsibility of licensed nurses in the unit.		
8.			Nurses shall explain and seek informed consent from their patients or their relatives/next of kin (for incompetent patients) before carrying out any procedure.		
9.			The nursing personnel shall report and document medication errors, quality defects and adverse drug reactions and the attending nurse shall report immediately to the ADE (adverse drug event) focal person.		
10.			Medicines, needles and syringes in patient care areas shall be maintained as per pharmaceutical service standards.		
11.			Nursing personnel shall disposed used needles and syringes in accordance with the infection prevention standards.		
12.			There shall be a protocol that state the procedure to be followed for dead body care which contain the		

				minimum of: a) Confirmation of death by at least attending physician or any licensed practitioner and the nurse giving care (2 medical personnel) b) The time of death shall be documented on the patients chart c) Care for the dead body shall be carried out according to the religion and culture of the patient as per the facility protocol d) If there is need of pathologic examination the request shall be sent to the facility where pathology service is available e) The dead body shall be taken to morgue immediately		
13.				Professional quality assurance: On-going internal institutional evaluation of outcome-based quality indicators related to nursing care shall be in place to assess and provide a safe and adequate level of patient care including at least: a) Patient injury rate b) Medication process errors c) Control of cross infections and nosocomial infection rates d) Patient satisfaction with pain management		

3. Emergency service

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially met	Un met	Practice		
1.				The emergency service shall be available during the regular working hours.		
2.				Life-saving management of emergency cases shall be provided without any prerequisite and discrimination.		
3.				The emergency service shall provide basic life support as indicated for any emergency cases, which may include at least the followings: a) Airway management b) Bleeding control c) Fluid resuscitation d) Cardiopulmonary resuscitation (CPR)		
4.				There shall be a written protocol for emergency services and the provision of this service shall be done in accordance with the clinical protocols of the service.		
5.				There shall be protocols for initial management of at least the following emergency cases:		
				a) Shock b) Bleeding c) Fracture and injuries d) Coma h) Hypertension emergencies i) Cerebrovascular accident j) Acute diarrhea(Severe dehydration) k) Acute abdomen		

				e) Burn f) Poisoning g) Seizure disorder	l) Tetanus m) Meningitis n) Severe& complicated malaria			
6.				Infection prevention and control standards shall be implemented in the emergency/ procedure room as per the IP standards.				
7.				If referral is needed it shall be done after providing initial stabilization and after confirmation of the required service availability in the facility where the patient is to be referred to.				
8.				If the patient to be referred needs to be attended by a health professional during the transfer process, the medium clinic has the responsibility of assigning the accompanying professional.				
9.				Every procedure, medication and clinical condition shall be communicated to the patient or family member or next of kin after responding for urgent resuscitation measures.				
10.				There shall be a mechanism of quality improvement for the service at least by collecting feedback from clients and having a formal administrative channel through which clients lodge their complaints and present their grievances.				
11.				For labor and delivery emergencies the medium clinic shall follow the Labor and Delivery Service standards.				
	Met	Partially met	Un met	Premises				
12.				There shall be an emergency observation/resuscitation room with two beds with an area of 16sq.m.with duty room				
	Met	Partially	Un	Professionals				

		met	Met						
13.				The emergency services shall be done by a team of GP/HO and Nurse.					
	Met	Partially met	Un met	Products					
14.				The medium clinic shall have a protocol for how to use the available products for emergency services.					
15.				The emergency service shall have readily arranged emergency medicines and supplies on cupboard or trolley					
16.				Emergency medicines shall be available as per emergency medicine list prepared by EFDA					
17.				The following products shall be available at the clinic:<table><tr><td> - Beds #2 - Trolley - IV stand - Suction machine - Stethoscope - Oxygen source with flow meter </td><td> - Wheel chair - Stretcher - Resuscitation set - Folding screen - Mobile examination lump - Torch </td></tr></table>		- Beds #2 - Trolley - IV stand - Suction machine - Stethoscope - Oxygen source with flow meter	- Wheel chair - Stretcher - Resuscitation set - Folding screen - Mobile examination lump - Torch		
- Beds #2 - Trolley - IV stand - Suction machine - Stethoscope - Oxygen source with flow meter	- Wheel chair - Stretcher - Resuscitation set - Folding screen - Mobile examination lump - Torch								

4. Outpatient Medical Practices

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially Met	Un met	Practice		
1.				The medium clinic shall provide outpatient care (diagnosis & treatment) for ambulatory patients.		
2.				The medium clinic shall provide outpatient care for ambulatory patients: (diagnosis & treatment) of acute conditions.		
3.				The clinic shall assessment, diagnosis, follow up & referral of ambulatory patients with common and chronic conditions including TB, HIV to appropriate level.		
4.				The medium clinic shall have clinical protocols for management of at least common disease entities like malaria, hypertension and locally significant diseases.		
5.				The medium clinic shall have clinical protocols for management of common dental, eye, ENT, mental health problems, malaria, TB/Leprosy, VCT, trachoma, pain management, STI and other common illnesses in line with the national and or international guidelines.		
6.				The medium clinic shall provide MCH services that include ANC, PNC, Family Planning, Growth monitoring, VCT and PMTCT services being compliant with the current guidelines prepared for the respective services.		
7.				The clinic may provide immunization service.		
8.				The general medical service shall have protocol and functional referral system based on the		

				national referral protocol which includes at least: a) Conditions indicative for urgent referral b) Procedure for selection of cases and referring patients directly to respective services c) List of potential referral sites with contact address (referral directory) with regular update d) Standard referral forms e) Referral tracing mechanism(linkage) f) Feedback providing mechanism g) Documentation of referred clients		
9.				The medium clinic shall provide information on rehabilitative services as part of integrated general medical service including contracture and foot ulcer prevention. There shall be patient education on prevention of: a) Pressures resin clients with sensory loss, b) Contractures in clients with limb and/or trunk paralysis, c) Manageable rehabilitation service can be rendered optionally.		
10.				Specific public health program related service/intervention packages may be delivered in medium clinic upon approval if supported with additional trainings with certificate.		
				Premises		
11.				The medium clinic facilities shall be well marked and easily accessible for persons with disability.		

12.				The arrangement of rooms shall consider proximity between related services.																										
13.				The medium clinic premise shall be low traffic area and shall reserve parking place for emergency car/ ambulances.																										
14.				The medium clinic shall have dedicated territory or compound with entrances and secured from stray animals.																										
15.				The medium clinic shall have IEC and entertaining materials in the waiting area.																										
16.				The medium clinic shall have hand washing basin at patient care rooms (Examination room(s), treatment room, Laboratory, toilet room, Delivery room if any)																										
17.				All rooms shall have adequate light, water and ventilation.																										
18.				The examination rooms shall promote patient dignity and privacy.																										
19.				There shall be Cabinet with lock for medical supplies in Treatment /Procedure/Emergency room.																										
				The medium clinic outpatient service shall have a minimum of the following premises set up:																										
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				6.	MCH room with or without obstetric ultrasound	1	12 sq. m				
				7.	Immunization room(optional)	1	9 sq. m				
				8.	Treatment/procedure/injection room	1	9 sq. m				
				9.	Toilet (separate for male and female)	2					
				10.	Staff toilet with shower	1					
				Professionals							
20.				The service available shall be limited to the scope of work of the respective professional provided by the appropriate regulatory body.							
21.				The medium clinic shall have at a minimum the following staff:							
				Profession required		Number required					
				GP or HO		1					
				Nurse		1					
				Midwife		1					
				Radiology technologist if ultrasound service are available		1					
				Receptionist		1					
22.				There shall be written discrete job descriptions that detail the roles and responsibilities of all clinic personnel.							
				Products							
				Medium clinic shall have the following equipment and supplies:							

				a) Diagnostic set			
				• Stethoscope • Sphygmomanometer • Thermometer • Weighing scale • Ophthalmoscope • Reflex hammer • Fetoscope	• Snellen`s Chart • Otoscope • Nasal speculum • Speculum • Pulxoimetry • Tuningfork,500 Hz		
				b) Medical Equipment			
				• Torch • Folding screen • Examination couches • Wheelchair • Refrigerator			
				The following products shall be available for immunization room. a) Weight scale for child b) Vaccine carrier c) Thermometer d) WHO standard refrigerator/ refrigerator with thermometer e) Cold box f) Growth monitoring chart			

				g) EPI monitoring chart h) Height/ length scale i) MUAC tape		
				Instrument processing room shall have the following products a) Autoclave b) High level disinfectant (chemicals) c) Drum d) Indicator (strip) e) Instrument disinfecting setups/sinks/vasin		

5. Minor Surgical service

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially met	Un met	Practice		
1.				The Medium clinic shall provide minor surgical services for the following conditions: a) Circumcisions, b) Lipoma and simple cyst excisions, c) Abscess drainages, d) Suturing of lacerated wounds, e) External immobilization of closed and open fractures, f) Foreign body removal and g) Other minor interventions under local anesthesia		
2.				The medium clinic shall have clear protocol for minor surgical procedures to be done at outpatient level.		
3.				Surgical interventions shall be recorded for each patient and documentation shall be integrated with the patient's medical record.		
4.				The preoperative diagnosis shall be recorded in the medical record for all patients prior to minor surgery.		
5.				The authorized health professional shall explain the disease condition, minor surgical procedure and outcome possibilities in clear, simple and understandable terms to the patient and/or next of		

				kin or family.		
6.				There shall be protocol that ensures all processes and procedures that minor surgical procedures shall be done under aseptic technique.		
7.				The medium clinic shall have a copy of management protocols at least for the following: a) Acute burn management b) pain management c) emergency or acute trauma management d) emergency resuscitation (CPR)		
8.				The minor surgical procedure room shall be kept clean at all times.		
9.				There shall be a written protocol about administration of local anesthesia in the medium clinic.		
10.				During and after a minor surgical procedure pain shall be assessed and controlled by authorized health care provider.		
				Premises		
11.				There shall be a minor procedure room with an area of 12 sq.m		
				Professionals		
12.				The minor procedures shall be done at medium clinic by General Practitioner /Public Health Officer /Nurse/BSc Midwife		
				Product		
13.				The following products shall be available for minor procedure room.		
14.				a) Folding screen b) Minor procedure Coach, s) Specula of different size t) Pickup forceps with jar u) Lumbar puncture set (optional)		

				c) Dressing set d) Minor surgical set e) Instrument trolley f) Instrument table g) Ear irrigation syringe h) Catheter i) KY gel j) Enema set k) Packing nasal forceps, l) Kidney dishes m) Mobile operating lights, n) Adjustable Stools, o) Oxygen cylinders with flow meter /oxygen concentrator p) Oven and steam sterilizer (shared) q) Suction machines (pedal, electrical), r) Ambu bag, adult and pediatrics.	v) Sterilization drums w) IV stand x) Tourniquet y) Kick buckets/waste container z) Drapes aa) Tongue depressors bb) Surgical caps (Mop/Bonnet Type) cc) Cabinets and shelves dd) Surgical mask ee) Shoe ff) Time clock gg) Minor surgical procedure linen: • Trousers, Surgical, woven, Small, Medium & Large • Top(shirts), Surgical, woven, Small, Medium & Large • Gown, Surgical, woven(Plain) • Cap, Surgical, woven • Masks, surgical, woven hh) Instrument cleaning Setup		
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6. Labor and Delivery Service (Optional)

S. N	Compliance status			Standard to be addressed	Remark	Score	
	Met	Partially Met	Un met	Practice			
1.				The medium clinic shall provide comprehensive abortion care for those their gestational age is less than 12 weeks only.			
2.				The medium clinics shall provide delivery service for spontaneous normal deliveries.			
3.				There shall be a reliable referral system for high-risk mothers and complicated deliveries.			
4.				Assisted deliveries (forceps deliveries) excluding vacuum assisted delivery service shall be prohibited in medium clinic.			
5.				The medium clinic may provide obstetrics ultrasound service by health professionals with special training on ultrasound service.			
	Met	Partially Met	Un met	Premises			
6.				The labor and delivery service of the medium clinic shall have the following minimum premises:			
				S.N	Premises	Required .N°	Area
				1	Labouring room	1	12sq.m
				2	Delivery room with 1 delivery couch	1	12

				3	Post-natal rooms	1	12			
				4	Shower room and toilet (if there is delivery service)	1				
	Met	Partially met	Un met	Professional						
7.				The labor and delivery service of the clinic shall have at least BSc midwife						
	Met	Partially met	Un met	Product						
				The labor and delivery service of the medium clinic shall have at least the following equipment:						
				Delivery Equipment (optional if there is no delivery service)						
8.				• Delivery coach • Steps(ladder) • Partograph • Neonatal resuscitation set • Episiotomy set • Vacuum delivery set • Delivery set • Catheter • Fetoscope	• Newborn weighing scale • Tape meter • Heater • Baby cot • Instrument tray • MVA set • Bed pan • Safety box					

7. Emergency Pharmaceutical service

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially Met	Un met	Practice		
1.				The medium clinics shall have emergency medicines at all times. List of these medicines shall be according to the EFDA emergency medicines List specific to medium clinic.		
2.				The medium clinic shall get emergency medicines from suppliers licensed by the EFDA		
3.				It is prohibited to hold or dispense emergency medicines which are not registered and included in the emergency medicines list by the Authority.		
4.				It is prohibited to hold or dispense non-emergency medicines in these health facilities at any time.		
5.				The clinic is not allowed to hold or dispense any donated medications without prior permission of the Authority.		
6.				Emergency medications shall be prescribed by an authorized prescriber and administered by nursing personnel with adequate information and counseling to the patient or care giver.		
7.				The medium clinic shall be responsible to report suspected ADR cases to the Authority and all adverse medication effects shall be noted in the patient's medication record.		
8.				The medium clinic shall keep documentation which shows medicines source, date of purchase and receipt, inventory records, medicines waste disposal records and other relevant information.		
9.				The medium clinic shall keep medication records for emergency medicines which contains at		

				least: a) Name of patient, sex, age and medical record number b) Diagnosis and allergy, if any c) Name of the drug, strength, dosage form and total dose given and route of administration d) Date dispensed e) Prescriber's name, qualification and signature f) Prescriber's address (name and address of health facility)		
10.				The medium clinic shall be responsible to make sure that medicines promotion made by suppliers or manufacturers in their premises is made by a licensed pharmacist in accordance with the country's laws.		
11.				Any clinical trial without the permission of the Authority is prohibited in these health facilities		
12.				Disinfectants and other chemicals shall be stored separately from emergency medicines.		
13.				The storage condition shall provide adequate protection to the medicines and supplies from all environmental factors until time of use.		
14.				Medicines shall be kept in a secured, clean, ventilated cabinet and in accordance with the manufacturers' recommendation for storage conditions.		
15.				The medium clinic shall manage and dispose medicines waste in accordance with the directive issued by the Authority.		
16.				The medium clinic shall be accessible to authorized inspector of an appropriate regulatory body.		

8. Laboratory service

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially Met	Un met	Practice		
1.				The following list of lab tests shall be available in the medium clinic		
				a) HEMATOLOGY • White blood cell count • Hemoglobin • Hematocrit • Differential count • Hemoparasite • Erythrocytic Sedimentation Rate (ESR) • Blood group & Rh b) URINE ANALYSIS • Urine chemical test • Urine Microscopy • Pregnancy test c) SEROLOGICAL TESTS • HBsAg d) CLINICAL CHEMISTRY • Glucose • Uric Acid • Creatinine • Urea/ BUN • Alkaline Phosphatase • Aspartate Aminotransferase(AST) • Alanine Aminotransferase (ALT) • Bilirubin, Direct(optional) • Bilirubin, Total e) PARASITOLOGY • Direct Stool Examination f) BACTERIOLOGICAL/FUNGAL EXAMINATION		

			• HCV • Widal welflex(titer) • H.pylori • RPR/VDRL (syphilis) • HIV Ab test (According to the national algorithm)	• Gram Stain • AFB Stain • KOH • Wet mount • Indian ink(optional)		
2.			All equipment in the laboratory of medium clinic shall be in good working order, routinely quality controlled, and precise in terms of calibration.			
3.			The laboratory shall have written policies and procedures and include at least the followings: a) Standard Operating Procedure, SOP) or guidelines for all tests and equipments, b) Report times for results (Established turnaround time), c) Quality assurance and control processes, d) Inspection, maintenance, calibration, and testing of all equipment, e) Management of reagents: including availability, storage, and testing for accuracy, f) Procedures for identifying, collecting, processing and disposing of specimens, g) All normal ranges for all tests shall be stated, h) Laboratory safety program: including infection control, preventive maintenance, i) Documentation of quality control data: calibration report, internal and external quality control, refrigerator readings j) Sample collection manual			
4.			The medium clinic laboratory shall maintain documentations for the implementation of			

				the above-mentioned policies/ procedures		
5.				Requests for testing shall provide: a) The name of the ordering physician or other person authorized to order testing, b) Address of the clinic and name of clinic c) Type of sample collected, d) The anatomic site where appropriate e) The test requested f) Patient ID, name, age and sex g) Clinical Diagnosis: Pertinent clinical information as appropriate for purposes of test interpretation h) Date and time of sample collection and receipt in the laboratory,		
6.				There shall be SOP or criteria developed for acceptance or rejection of clinical samples.		
7.				The laboratory shall maintain a record of all samples received.		
8.				Laboratory shall have a SOP for storage of clinical samples if it is not immediately examined.		
9.				Laboratory report a) All laboratory test result/reports shall have reference (normal) ranges specific for age and sex. b) Documentation or Transcription files of reported results shall be retained by the laboratory for retrieval of the information when needed. c) In the case of laboratory tests performed by an outside laboratory, the original report from such laboratory shall be contained in the medical record. d) Quality assured test results shall be reported on standard forms to the physician with the		

				following minimum information: • Patient identification (patient name, age, sex) • Date and time of specimen collection • The test performed and date of report. • The reference or normal range. • The laboratory interpretation where appropriate, • The name and initial of the person who performed the test and released the result. • Facility address and name e) Laboratory results shall be legible, without transcription mistakes and reported only to persons authorized to receive them such as the ordering physician or the nursing staff.		
10.				Safe disposal of samples shall be after decontamination in line with standards prescribed under infection prevention.		
11.				Wearing of protective clothing of an approved design (splash proof), always fastened, within the laboratory work area and removed before leaving the laboratory work area.		
12.				Where services are provided by an outside laboratory, the conditions, procedures, and availability of services offered shall be available in writing in the medium clinic.		
	Met	Partially met	Un met	Premises		
13.				The medium clinic shall have 1 room with 22 sq. m including sample collection area for basic laboratory service with the necessary space, facilities and equipment to perform tests.		

				a) Reception desk with patient waiting area b) Separate sample collection area/room c) Bacteriology, Parasitological and urinalysis section d) Hematology, serology section e) Working area f) There shall be a separate area for AFB smear preparation		
14.				The laboratory shall provide safety, adequate lighting, ventilation, waste and refuse disposal system.		
15.				The laboratory shall have controlled temperature of refrigerator for reagents, blood sample, calibrator, control materials.		
16.				There shall be cupboard for reagents that shall be kept at room temperature.		
17.				The laboratory facilities shall meet at least the following: a) The laboratory shall have are liable supply of running water. At least two sinks in separate area shall be provided in the room, one for general laboratory use and the other reserved for hand washing (and at least 1000L reserve tank in case of interruption). b) Continuous power supply c) Working surface/ Bench tops shall be covered with appropriate water and corrosive resistance materials d) Internal surfaces, i.e. of floors, walls, and ceilings shall be: • Smooth, impervious, free from cracks, recesses, projecting ledges and other features that could harbor dust or spillage • Easy to clean and decontaminate effectively constructed of materials		

				that are non-combustible or have high fire-resistance and low flame-spread characteristics. e) Lockable doors and cupboards f) Closed drainage from laboratory sinks		
	Met	Partially met	Un met	Professional		
18.				The laboratory of medium clinic shall be directed by a licensed medical Laboratory Technician.		
19.				All lab tests performed in medium clinic shall be done by medical Laboratory technician.		
20.				There shall be at least 1laboratory technician/ laboratory technologist.		
21.				The Medical Laboratory technician shall have a written job description,		
22.				The medical Laboratory technician shall, at all times, perform his/ her functions with adherence to the highest ethical and professional standards of the laboratory profession.		
23.				Additional number of staff shall be considered based on workload analysis.		
	Met	Partially met	Un met	Products		
24.				The following minimum equipments shall be available		
				a) Binocular Microscope b) Chamber (optional if the machine is fully-automated) c) Differential counter d) Tally counter i) ESR rack j) ESR tubes k) Spirit lamp l) Dry oven/autoclave (shared) m) Spectrophotometer(semi-automated)		

				e) Centrifuge f) Timer g) Refrigerator with thermometer h) Test tube rack	n) Fully automated hematology machine (optional) o) Roller(optional) p) Chemistry machine		
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9. Radiography imaging services (Optional)

S. N	Compliance status			Standard to be addressed	Remark	Score
	Met	Partially Met	Un met	Practice		
				The medium clinic may have X-Ray and or ultra sound service.		
1.				The X-Ray service shall have written policies and procedures which shall include at least: a) X-Ray Safety practices; b) Management of the critically ill patient during imaging procedures; c) Emergency patient d) Infection control, including patients in isolation; e) Timeliness of the availability of diagnostic imaging procedures and the results; f) Quality control program covering the inspection, maintenance, and calibration of all equipment.		
2.				The X-Ray service unit shall be free of hazards to patients and personnel.		
3.				Proper safety precautions shall be maintained against fire and explosion hazards, electrical hazards, and radiation hazards.		
4.				The Medium clinic shall post in easily accessible place all the necessary signs & the approval certificate from the Ethiopian Radiation Protection Authority through periodic inspection.		
5.				The medium clinic X-Ray unit shall keep documentation of the report for periodic readings of		

				employee’s exposure for radiation by the use of exposure meters or badge tests.																									
6.				The medium clinic shall make sure that the radiographer(s) put on personal TLD whenever on operating the radiation emitting machines.																									
7.				Requests for X-Ray examination shall contain a concise statement of reason for the examination.																									
8.				X-Ray results films shall be labeled with minimum information that includes: date, patient’s name, age, sex, location marks (L/R), name of institute and name of radiology professional/radiographer.																									
	Met	Partially Met	Un met	Premises																									
9.				The X-Ray unit for medium clinic shall fulfill the design requirements of ERPA guidelines.																									
10.				The premise for X-Ray service shall fulfill the ERPA requirements & be functional only if licensed/ certified by ERPA.																									
11.				The following premises shall be available for the radiology service: <table><tr><td>S . N</td><td>Premises</td><td>Nº. required</td><td>Area</td></tr><tr><td>1.</td><td>Conventional X-ray room</td><td>1</td><td rowspan="2">As per ERPA</td></tr><tr><td>2.</td><td>Dark room (if necessary)</td><td>1</td></tr><tr><td>3.</td><td>Toilet with hand washing basin</td><td>2</td><td></td></tr><tr><td>4.</td><td>Patient dressing cubicle inside x-ray room</td><td>1</td><td></td></tr><tr><td>5.</td><td>Sub-waiting area</td><td>1</td><td></td></tr></table>			S . N	Premises	Nº. required	Area	1.	Conventional X-ray room	1	As per ERPA	2.	Dark room (if necessary)	1	3.	Toilet with hand washing basin	2		4.	Patient dressing cubicle inside x-ray room	1		5.	Sub-waiting area	1	
S . N	Premises	Nº. required	Area																										
1.	Conventional X-ray room	1	As per ERPA																										
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4.	Patient dressing cubicle inside x-ray room	1																											
5.	Sub-waiting area	1																											

	Met	Partially Met	Un met	Professional		
12.				The medium clinic shall have a radiology professional/Radiographer		
	Met	Partially Met	Un met	Products		
13.				Imaging equipments which shall be available for x-Ray services at Medium clinic are indicated below a) Standard conventional x-ray machine, b) X-Ray viewing boxes, c) Ultrasound d) Radiation protection equipments: • lead gloves, • lead apron • lead goggle, • gonad shields e) Dark room film processing baths if necessary f) Drier (optional		
14.				The X-Ray machine shall be regularly inspected, maintained, and calibrated by licensed organ or ERPA; appropriate records of maintenance shall be maintained.		
15.				All radiation generating equipment's shall be installed within a room/ building with wall thickness that protects radiation to the surroundings, i.e., the minimum criteria set by the Ethiopian Radiation Protection Authority / International Atomic Energy Agency (IAEA).		

6. Infection prevention and control service

	Met	Partially Met	Un Met	Practice	Remark	Score
1.				All activities performed for infection prevention shall comply with the national infection prevention and control guidelines		
2.				The Medium clinic shall identify the procedures and processes associated with the risk of infection and shall implement strategies to reduce infection risk.		
3.				Infection risk-reduction activities shall include: a) Appropriate use of personal protective equipment's b) Equipment cleaning c) sterilization, in particular, invasive equipment;(as appropriate) d) Laundry and linen management(as appropriate) ; e) Disposal of infectious waste and body fluids; f) The handling and disposal of blood and blood components; g) Operation of the mortuary and post mortem area (as appropriate); h) Disposal of sharps and needles; i) Separation of patients with communicable diseases j) Aseptic techniques for any invasive procedures k) Biological hoods in laboratories(as appropriate);		
4.				Providing IPC training for all the clinic staffs as per the national infection prevention and control		

				guideline recommendation.		
5.				A minimum of the following procedures shall be maintained; a) Standard precautions b) Transmission-based precautions c) Hand hygiene d) Personal protective equipment/PPE e) Sharp and injection safety f) Decontamination and reprocessing of medical devices (Instrument processing) g) Processing of reusable textiles and laundry services h) Environmental cleaning in Health institution setting i) Health institution waste management		
6.				The Medium clinic shall have procedures in place to minimize crowding and manage the flow of patient's & visitors		
7.				The Medium clinic shall provide basic or refreshment training on IPC for permanent and new staff at least once per year		
8.				The Medium clinic shall provide regular health education on infection prevention and control practice to patients, and as appropriate, to family, visitors and caregivers.		
9.				The Medium clinic shall have a procedure and practice to identify health care acquired infection and conduct surveillance at least quarterly		
Sanitation and waste management						
10.				Infectious and non-infectious medical wastes shall be handled and managed.		
11.				The Medium clinic environment shall be clean and safe environment		

12.				There shall be written procedures for the use of aseptic techniques and procedures in all areas of the Health institution and the procedures and techniques shall be regularly reviewed and documented by the infection prevention committee		
13.				Infectious and non-infectious medical waste containers shall be leak proof, have tight-fitting covers and be kept clean and in good repair until disposal.		
14.				Reusable containers for infectious medical waste and general medical waste shall be thoroughly washed and decontaminated each time.		
15.				Wastes shall be segregated and segregation of Medium clinic waste shall include the following procedures, a) Segregation shall take place at the source b) There shall be 3 bin systems (colour coded)		
16.				Treatment or disposal of infectious medical waste shall be performed by one or more of the following methods: a) By incineration b) By steam sterilization c) By discharge via approved sewerage system d) Recognizable human anatomical remains shall be disposed of by incineration or internment, unless burial at an approved landfill is authorized. e) Chemical sterilization f) Gas sterilization g) Secure land fill		
17.				The Medium clinic shall routinely clean and sanitize patient areas and waiting rooms at least twice		

				daily and more whenever needed.		
18.				Medium clinic waste which is not infectious shall be disposed according to Health institution Waste Management National directive		
19.				Chemicals and radioactive wastes shall be disposed according to national guidelines or directives up on approval appropriate organ		
20.				The medium clinic shall have a waste management plan for all Health institution wastes that shall include the following a) Segregation of medical waste b) Storage of medical waste c) Treatment of medical waste d) Transport of medical waste e) Disposal of medical waste		
21.				Sewage disposal shall be according to Health institution Waste Management National directive and fulfill the following conditions: a) The Medium clinic shall have a functional sewerage system b) The Medium clinic shall have only flushing toilet system c) The Medium clinic shall have septic tank for liquid waste		
Housekeeping and Maintenance Services						
22.				The housekeeping service shall have the following sanitary activities. a) Basic cleaning such as dusting, sweeping, polishing and washing b) Special cleaning of • Different types of floors		

				• Wall & Ceiling • Doors & Windows • Furniture & Fixtures • Venetian Blinds c) Cleaning and maintenance of toilet and shower.		
23.				In the housekeeping service, the types and sources of unwanted odors in the Medium clinic premises shall be identified, controlled and removed		
24.				The designee/ environmental health professional shall identify, supervise and organize the control and eradication of pests, rodents and animal nuisance in the health institutions		
25.				The housekeeping staffs shall create pleasant environment to patients, staffs and visitors		
26.				The Medium clinic shall conduct regular routine, preventative and corrective maintenance for all facilities and operating systems (e.g., electrical, water, ventilation).		
27.				Regular surveillance of overhead and underground tank, proper cover, regular chlorination and cleaning shall be undertaken at least every three month.		
28.				Maintenance shall consider the infection prevention and control principles and measures.		
29.				There shall be written protocols and procedures for medical equipment maintenance including: a) Plan for equipment maintenance (both preventive and curative), replacements, upgrades, and new equipment's b) Safe disposal procedures c) An effective tracking system to monitor equipment maintenance activity. d) A monitoring method that ensures diagnostic equipment operates with predicted specificity and sensitivity		

30.				If the Medium clinic do not have its own housekeeping and maintenance services; there shall be a contract agreement with external organizations		
31.				All areas of the clinic, including the building and grounds, shall be kept clean and orderly		
32.				No flammable cleaning agents or other flammable liquids or gases shall be stored in any area of the Health institution except in a properly fire rated and properly ventilated storage area specifically designed for such storage		
Fire and emergency preparedness						
33.				The Medium clinic shall comply with the National Fire Protection standard.		
34.				All employees, including part-time employees shall be trained in procedures to be followed in the event of a fire and instructed in the use of fire-fighting equipment and patient evacuation of Medium clinic buildings as part of their initial orientation and shall receive printed instructions on procedures and at least annually thereafter.		
35.				A written evacuation diagram specific to the unit that includes evacuation procedure, location of fire exits, alarm boxes, and fire extinguishers shall be posted conspicuously on a wall in each patient care unit.		
36.				Fire extinguishers shall be visually inspected at least monthly; fully inspected at least annually, recharged, repaired and hydro-tested as required by manufacturer's instructions; and labelled with the date of the last inspection		
Water supply						
37.				If the Medium clinic has ground water there shall be a written policy and procedures for ground water treatment		
38.				A reliable drinking-water point shall accessible for staff, patients and attendants at all times		

39.				The Medium clinic shall have water safety plan		
40.				There shall be access to continuous, safe and ample water supply.		
41.				A reliable water point, with soap or a suitable alternative, shall be available at all clinical service areas		
42.				The operation and maintenance work shall be led by plumber or by a trained person.		
43.				Corrective maintenance also shall be done immediately when broken or malfunctioning observed		
44.				There shall be covered and thoroughly screened tanks to exclude mosquitoes, birds and animals, especially in areas where mosquito-borne disease is an issue		
45.				If rainwater and mains supply are both used then mains water shall be isolated from the rainwater system by a valve mechanism or tap		
46.				The design and construction of the water facilities shall be very appropriate to patients		
	Met	Partially Met	Un met	Premises		
47.				There shall be separate space provided for the storage of housekeeping equipment and supplies		
48.				A separate office shall be available for the housekeeper personnel.		
49.				Adequate space shall be available for service specific janitor's closets and cleaning equipment & supplies which shall be maintained separately for the following areas (shall not be used for cleaning in any other location): a) Emergency Service Area b) Patient Areas c) Laboratories, radiology, offices, locker rooms and other areas		

50.				The Medium clinic shall have an alternate emergency power supply		
51.				The Medium clinic waste management system shall have a) Functional sewerage system including septic tank b) Treatment plant as appropriate c) Flushing toilets/VIP latrine d) Plumbing setup stores as appropriate e) Solid waste storage room/area f) Ash pit g) Placenta pit h) Incinerator (small scale which have double chambered with >650-Tco) i) Dumpster (Genda for solid waste accumulation)		
	Met	Partially met	Un met	Professional		
52.				The Medium clinic shall have the following personnel. a) Environmental health /designee IP officer b) Housekeeping staff such as cleaners and waste handlers c) Incinerator operator d) Plumber as appropriate		
53.				The designated officer shall plan, organize, co-ordinate, control and monitor all housekeeping, maintenance and laundry activities		
	Met	Partially met	Un Met	Products		

54.				The Medium clinic shall have reserve electrical generator			
				The Medium clinic shall have the following adequate supplies and equipment needed for infection prevention and control practice:			
55.				Waste management equipment and supplies • Color coded bins • Waste baskets • Garbage bin • Plastic garbage bags • Safety boxes • Needle crasher (optional)			
56.				Cleaning Products			
				a) Floor cleaning =brush air (optional) b) Floor wiping brush c) Counter brush. d) Ceiling brush e) Glass cleaning / wiping brush. f) Scrappers g) Dustbins paddles. h) Plastic Mug i) Plastic Bucket j) Plastic drum	k) Wheel barrow l) Water trolley m) Ladder n) Scraping pump (optional) o) Spraying pump (optional) p) Flit pump. q) Rate trapping cage r) Bed pan washer s) Broom t) Dust mop u) Cleaning towel		

57.				Instrument processing			
				a) Autoclaves and steam sterilizers,	b) Storage shelves for the medical equipment		
				c) Test strips	d) Chemicals and disinfectant chemicals		
				e) Oven	f) Brushes		
				g) Drums different size			
58.				Hand hygiene			
				a) Hand washing sinks (all service area)			
				b) Tap water/water container with faucet			
				c) Soap			
				d) Alcohol based hand rub			
				e) Paper Towels			
59.				Personal Protective Equipment			
				a) Gown	f) Different mask		
				b) Heavy duty glove	g) Head cover		
				c) Surgical glove	h) Plastic apron		
				d) Examination glove	i) Boots		
				e) Goggle	j) Face shield		

7. Medical Recording Service

S	Compliance Status	Standard to be addressed	Remark	Score
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• N						
	Met	Partially met	Unmet	Practice		
1.				Medical record shall be maintained in written form for every patient seen at all points of care		
2.				The Medium clinic shall maintain individual medical records in a manner to ensure accuracy and easy retrieval		
3.				The clinic shall have a unique medical record per patient		
4.				If the patient received medical intervention while on ambulance, the medical information of a patient during ambulance service including medication administered shall be documented properly and attached into the medical record		
5.				The clinic shall establish a master patient index with a unique medical number for each patient		
6.				The clinic shall have queue management system		
7.				The clinic shall have a written policy and procedure which include at least a) Procedures for record completion, b) Conditions, procedures, and fees for releasing medical information, c) Procedures for the protection of medical record information against the loss, tampering alteration, destruction or unauthorized use.		
8.				Any medical record shall be kept confidential, available only for use by authorized persons or as otherwise permitted by law		

9.				All entries in the patient's medical record shall be written legibly in permanent ink dated, and signed by the recording person		
10				The medical record forms shall be prepared in line with the national HMIS guidelines		
11				Each medical record shall at least contain the following information a) Identification (name, age, sex, address), b) History, physical examination, investigation results and diagnosis, c) Medication, procedure and consultation notes, d) Name and signature of treating physician, date, e) Consent form where applicable which shall be signed by the patient. In case		
12				Where Someone other than the patient signs the forms; the reason for the patient's not signing it shall be indicated on the face of the form, along with the relationship of the signer to the patient.		
13				Any consent form for medical treatment that the patient signs shall be printed in an understandable format and the text written in clear, legible and non-technical language		
14				There shall be a mechanism for medical record controlling and tracing, whenever patients medical records are taken from and returned to the central medical record room		
15				There shall be a mechanism to make medical records with appointment ready for use and return seen cards back to the central medical record room within 24 hrs		
16				If death happens in the clinic, the necessary information of the patient's death shall be documented in the patient's medical record upon death; date, time, any intervention.		
17				Original medical records shall not leave clinic premises unless they are under court order or in order to safeguard the record in case of a physical plant emergency or natural disaster		

18				If a patient or the patient's legally authorized representative requests in writing, a copy of the medical record shall be given.		
19				If the patient is provided with medical certificates, copies of certificates and other records shall be documented and/or recorded on the original medical record.		
20				If the patient is transferred to another facility on a non-emergency basis, the clinic shall maintain a transfer record reflecting the patient's immediate needs and send a copy of this record to the receiving facility		
21				If the clinic ceases to operate, the appropriate organ shall be notified in writing about how and where medical record will be stored at least 15 days prior to cessation of operation. The patient choice on where to transfer his/her medical record shall be respected		
22				The clinic shall establish a procedure for removal of inactive medical records from the central medical record room.		
23				Medical records shall be destroyed as per the law by using techniques that assures confidentiality of the medical records. However, records which are active for more than ten years shall not be destroyed		
	Met	Partially met	Un met	Premises		
24				The premises for medical record room shall be suitable for movement		
25				The medical records shall be shelved a minimum 3-4 inches from any outside wall, with lowest shelf at least 3-4 inches off the floor, and top of top shelf never used to store records		
26				The medical record room shall have adequate space to accommodate the following: a) Central filing space		

				b) Work space c) Archive space d) Supply/Storage room		
27				The medical record room shall be built far from fire and any damaging sources.		
28				There shall be a room/area for archiving dead files until they are permanently destroyed		
	Met	Partially met	Unmet	Professionals		
29				There shall be full-time custodian/medical record personnel/Health Information Technician with basic computer skill and ability to organize		
30				The Medium clinic shall provide basic training on medical record keeping to the staffs		
	Met	Partially met	Unmet	Products		
31				The Medical record room shall have a minimum of the following a) Shelves b) Master patient index boxes c) Computer and printer d) Standard reporting formats e) Cart f) Ladder g) Patient folder		

				h) MPI Cards i) Log book j) Fire extinguisher		
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8. Health promotion service

S. N	Compliance Status			Standard to be addressed	Remark	Score
	Met	Partially met	Un Met			
				Practice		
1.				The Medium clinic shall plan, schedule, coordinate, lead and monitor a minimum of Medium clinic specific health promotion activities.		
2.				The Medium clinic shall make sure that health promotion practice provides unbiased and evidence based information		
3.				The health promotion activity of the Medium clinic shall respect the national health policy, legislations, protocols and directives		
4.				A health professional shall be designated to coordinate health promotion activities		
				Premises		
5.				The Medium clinic shall have waiting area at reception with audio visual health promotion materials		
				Professionals		
6.				The medium clinic technical manager shall take the lead to identify priority conditions to prepare		

				or avail promotion materials		
7.				The roles and responsibilities of the designee in relation to health promotion shall be specified in his/her job descriptions		
8.				Health professionals shall provide health education in their specific discipline		
	Met	Partially Met	Un Met	Products		
9.				The medium clinic shall have Audio visual materials and Printed material TV set, DVD/ VCD, Radio, Tape-recorded at reception area		

1. I confirm that the above filled information/data is true about the medium clinic.

Name of CEO/CCO _____

Signature _____ Date _____

2. Assessors inspection comment _____

3. Name of Assessors:

S.N	Name	Title	Sign
1.			
2.			
3.			
4.			

Finally, at the end of the visit, thank the management body and all staff who participated in the interview for their valuable time and comment. Present warm greetings.