

CLINIC AUDIT ASSESSMENT CHECKLIST



OVERVIEW

- The assessment will take approximately 45 minutes
- It will be conducted via Zoom. You will find the access details in the calendar invite sent by your Save Face support agent
- The purpose of the clinic audit assessment is to ensure that the clinic environment meets our accreditation standards.



INFECTION CONTROL

Areas that will be assessed & verified:

- Appropriate and hygienic work
- surface and environment
- Waste bins appropriately placed
- Sharps bins present and appropriately maintained
- Adequate personal and patient
- Protective equipment e.g.: Sterile gloves
- Sterile dressing packs
- Protective clothing

MEDICINES MANAGEMENT

Areas that will be assessed & verified:

- Storage compliant with policy
- Lockable fridge/room
- Fridge temperature monitoring
- Procedure log
- Prescriptions record
- Opened multi dose vials dated
- Non prescribers are compliant with policy
- Injectables disposed of after single use
- Drugs within expiry date



FACILITIES & EQUIPMENT

Areas that will be assessed & verified:

- Treatment couch
- Adequate lighting
- Evidence of maintenance records for
- any applicable equipment



MEDICAL EMERGENCIES

Areas that will be assessed & verified:

- Medicines and medical devices used must be available for inspection
- Adrenaline/Epipen present and within its expiration date
- Emergency kit &
- Staff Knowledge of procedure (where applicable)
- Resuscitation council algorithm
- Adverse event reporting



RECORD KEEPING & CONFIDENTIALITY

Areas that will be assessed & verified:

- Consultations are undertaken in privacy
- Computer screens not visible to clients
- Computers are password protected
- Photographs stored as per policy
- Data protection compliance is included in consent
- Staff awareness (where applicable)



COMPLAINTS & CONSENT

Areas that will be assessed & verified:

- Verify that the policies are still in place
- Discuss application
- Compliant log
- Staff knowledge of policies (where applicable)
- Feedback forms/comments box
- Practitioner(s) wear name badges

PRACTITIONER INTERVIEW

To ensure you are maximising the benefits of your membership. The assessor will discuss the following with you:

- Review of year 1 referrals/recommendations
- Discussion on changes of practice
- Utilisation of marketing materials in clinic
- Is Save Face referenced on patient information sheets?
- Does the practitioner wear the Save Face pin
- Does the practitioner discuss Save Face during patient consultations



- Is the feedback link sent to all patients following treatment?
- Is Save Face Information included in responses to client enquiries