



FOR PROVIDERS.  
BY PROVIDERS.™

# ITEMS NEEDED FOR ON-SITE SURVEY

CUSTOMIZED FOR COMMUNITY RETAIL/COMMUNITY RETAIL WITH DIABETIC SHOES  
(CRTL/CRDS)



DMEPOS

Below are items that the Surveyor will review during your on-site survey. Please have these items available for your Surveyor prior to his or her arrival to expedite the process. If you have any questions, please contact your Account Advisor.

- Policy and procedure manual
- Current list of clients/patients with equipment type and service dates or a copy of a Medicare Explanation of Benefit (EOB)/third-party payment documents from the past six months to allow the Surveyor to choose client/patient files
- In-store appointment schedules, if applicable (provide the Surveyor the schedule on the day of survey)
- Personnel list with title, discipline, and start date (including contract personnel)
- Admission packet and education materials given to clients/patients
- Personnel meeting minutes for the past 12 months
- Governing body meeting minutes for the past 12 months, if applicable

ACHC Standard	Required Item	Located
Multiple	<p>Access to policies and procedures manual with the following policies and procedures flagged:</p> <ul style="list-style-type: none"> <li>• DRX2-4A Grievance/complaint process</li> <li>• DRX2-5A Health Insurance Portability and Accountability Act (HIPAA) policies and procedures</li> <li>• DRX2-9A Compliance Program</li> <li>• DRX4-7A Competence assessments</li> <li>• DRX5-5CR Client/patient education</li> <li>• DRX6-1A Performance Improvement (PI) Program/policies</li> <li>• DRX6-3F/7-11A Handling incidents</li> <li>• DRX7-7CR Product tracking, recall and external reporting of defects</li> <li>• DRX7-12CR Distribution of products to clients/patients</li> </ul>	
DRX1-1A, B	Copy of current applicable licenses or permits	
DRX1-4A	<ul style="list-style-type: none"> <li>• Résumé/application of leader that shows he or she is qualified and job description of general manager/leader</li> <li>• Job description and orientation for temporary leader</li> </ul>	
DRX1-5A	Organizational chart	
DRX1-7A	All required federal and state posters are placed in a prominent location	
DRX1-10A	Prior regulatory inspection reports (i.e., National Supplier Clearinghouse (NSC), Medicare, and fire department)	
DRX2-4B	Grievance/complaint log** (or plan to enact this standard once accredited)	
DRX2-9A	PI activity to monitor the Compliance Program	
DRX3-1A	Annual operating budget**	

ACCREDITATION COMMISSION *for* HEALTH CARE

ACHC Standard	Required Item	Located
DRX3-4A	Listing of client/patient care charges	
DRX4-1C	Personnel records contain evidence of the items listed in the standard	
DRX4-2I	Employee handbook or personnel policies	
DRX4-7A	Competency evaluation** and/or training materials (if applicable)	
DRX4-8A	Evidence of ongoing education** and written education plan	
DRX4-11C	Contracts for direct care personnel, including copies of professional liability insurance certificates	
DRX5-1CR(Review client/patient records in advance of survey for required contents)	Client/patient records contain information according to the requirements specified in this standard and as specified in other standards pertaining to client/patient record information ( DRX 2-2CR, 2-4, 2-5, 3-4, 3-6, 5-1CR, 5-2CR, 5-3CR, 5-3H, 5-5CR, 5-8, 7-4, 7-7CR, 7-10, 7-15, 7-16)	
DRX5-12A	Referral log or similar tool	
DRX6-1A, DRX6-2A, DRX6-3B-G	PI Program, data collection tools** and plans of correction**	
DRX6-1D	PI annual report** (if PI Program has been in place >1 year)	
DRX6-3F, DRX7-11A	Incident reports/logs**	
DRX7-4A	Emergency disaster plan and results of emergency disaster drill**	
DRX7-7CR	Equipment/product tracking and recalls records, records for external reporting of defective products	
DRX7-11A	OSHA forms 300, 300A, and/or 301 (if applicable)	

\*\* Provide for the past three years if a renewal