

**STANDARD FOR SPECIALIST OUTPATIENT FACILITIES AND SERVICES**

Name of Facility:

Address:

If comply tick (✓) Yes, if not tick (✗) No. Please add comment for any explanation.

PROVISION	ITEM	YES	NO	COMMENT
	<b>INFRASTRUCTURE &amp; EQUIPMENT</b>			
	<b>Location</b>			
R.336(1)(a)	Easy access by outpatients			
R.336(1)(b)	Avoid outpatient traffic through inpatient areas			
R.336(1)(a)	Convenient access to related/relevant services.			
R.51	Construction prevents entrance and harbourage of rodents and insects			
	<b>Signs and labels</b>			
R.60	Proper signage and labelling system			
S.108	Not to mislead the public on the type or nature of facilities or services			
	<b>Ramp</b>			
R.52(6)(a)	Size $\geq 1.1$ m wide			
R.52(6)(a)	Landing $\geq 1.8$ m wide			
R.52(6)(b)	Non skid surface			
R.52(6)(c)	Handrails ( <i>where necessary</i> )			
R.52(6)(d)	Guardrails ( <i>where necessary</i> )			
R.52(6)(e)	Slope not exceeding 1:16			
R.52(6)(f)	Comply with Fire Services Department			
	<b>Entrance and exit</b>			
R.59(1)	Main entrance adjacent to lobby with minimum disturbance			
R.59(2)	Entrance designed for wheelchairs and stretchers			
R.59(3),(4)	Separate emergency entrance ( <i>accessible to pedestrian, ambulance and traffic</i> )			
R.59(3),(5)	Separate service entrance ( <i>close to storage room/area, elevators and kitchen</i> )			
R.59(3)	Separate patients and visitors entrance			
R.59(6)	Separate exit for deceased ( <i>no obstruction</i> )			

PROVISION	ITEM	YES	NO	COMMENT
	<b>Door</b>			
R.54(1)	Clear opening $\geq 1.2\text{m}$ ( <i>for patient care</i> )			
R.54(2)	Clear opening patients' toilet and bathroom door $\geq 0.9\text{m}$ wide, not swing in, neither to corridor			
R.54(3)	Adequate size for large carts or bulk goods to pass through ( <i>for entrance, store etc.</i> )			
R.54(4)	All 2 way swing doors shall have vision panel			
R.54(5)	Clearance at the bottom of exterior door $\leq 0.6\text{cm}$			
R.54(6)	All doors except closet doors shall not swing into the corridors			
R.78	<b>Area for stretchers and wheelchairs</b>			
	<b>Stairway</b>			
R.52(5)(a)	Size $\geq 1.1\text{m}$ wide			
R.52(5)(a)	Landing $\geq 1.8\text{m}$ wide			
R.52(5)(b)	Non-skid surface			
R.52(5)(c)	Handrails ( <i>both sides</i> )			
R.52(5)(d)	Guardrails ( <i>where necessary</i> )			
R.52(5)(e)	Comply with Fire Services Department			
R.56(2)	No carpet			
	<b>Elevator (Lift)</b>			
R.52(3)(a)	Clear opening $\geq 1.2\text{m}$			
R.52(3)(a)	Size $\geq 1.5\text{m} \times 2.1\text{m}$			
R.52(3)(a)	Capacity $\geq 1,500\text{ kg}$			
R.52(4)	DOSH certification (CF) (Display and comply with DOSH's standards and requirements)			
R.122(2)	Kept in good repair and operating condition			
	<b>Corridor</b>			
R.53(1)	Size $\geq 2.1\text{m}$ wide ( <i>exceptions may be permitted for corridor limited to foot traffic in a single department</i> )			
R.53(2)	Handrails on both sides ( <i>compulsory for patients with physical disabilities unit i.e. orthopaedic &amp; rehabilitation units</i> )			
R.64(1)	No beds shall be placed in corridors			

PROVISION	ITEM	YES	NO	COMMENT
	<b>Floor and wall</b>			
R.56(1), 57(1)	Easy to wash and clean & non skid for floor			
R.56(1), 57(1)	Non-toxic ( <i>safe</i> )			
	<b>Ceiling</b>			
R.58(1)(a)	Height for air-conditioned room $\geq$ 2.4m			
R.58(1)(b)	Height non--conditioned room $\geq$ 3.0m			
R.58(4)	Non- toxic ( <i>safe</i> )			
	<b>Window and ventilation</b>			
R. 55 & 89(1)	All rooms and areas adequately ventilated			
R.89(4)	Fresh air supply intakes away from any source of contaminants or odours			
R.89(5)	Air discharge exhaust located to avoid cross circulation to air supply intakes or windows			
R.89(6)	Ventilation system to avoid contaminated air flow to patient, food preparation, clean or sterile areas			
R.89(7)	Air from rooms/areas likely to contain infectious micro-organisms or noxious gas shall be exhausted and not re-circulated through the normal air-conditioning system			
	<b>Electrical supply</b>			
R.83	Appropriate and grounding type of electrical sockets			
R.84(1)	Adequate number of electrical sockets			
R.84(3)	No adaptors, extension cords or junction boxes			
R.85	Adequate lighting fixtures for illumination in all areas			
R.86	Circuit-breakers in all critical areas and located in or adjacent to the areas			
R.87(1)	Emergency power supply for the essential systems, equipment, rooms or areas ( <i>call system, alarm system, critical areas, etc.</i> )			
R.87(1)&(2)	Emergency power supply for the illumination ( <i>exit signs, nurses' station, corridor etc.</i> )			
R.122(2)	Emergency lights are kept in good repair and operating condition			
	<b>Plumbing</b>			
R.81(1)	Designed & installed, to be easily cleaned & maintained			

PROVISION	ITEM	YES	NO	COMMENT
R.81(4)	Installation to prevent the possibility of cross connection between safe and unsafe water supplies or back siphonage			
R.81(6)	No floor traps in clean areas.			
	<b>Hand washing facilities</b>			
R. 68(1)	Soap, appliance and sanitary hand drying facilities			
R. 68(2)	All taps are patient-friendly ( <i>except for psychiatric patients</i> )			
R. 68(3)	Hands-free taps ( <i>for healthcare professional</i> )			
	<b>Water supply</b>			
R.82(1),(2)	Safe and sufficient water supply according to standards approved by relevant authority			
R.82(3)	Water tank with material approved by relevant authority and properly maintained			
	<b>Refuse &amp; hazardous waste</b>			
R.91(1)	Kept in impervious, non-absorbent with tight-fitting lids & easily wash containers			
R.91(4)	Sufficient number of sound watertight containers with tight fitting lid			
R.92(1)	Separate handling of infectious and non-infectious waste at the point of generation			
R.92(2)	Proper disposal of infectious waste in designated containers			
R.92(3)	Handling of non infectious waste in accordance with good safety practice and related law			
R.92(4)	Handling all hazardous waste in accordance to relevant authority to protect persons and environment			
	<b>Sewage and sewerage system</b>			
R.90	No exposed sewer line shall be located directly above working, storing or eating surfaces or areas or where medical or surgical supplies are prepared, processed or stored			
	<b>Administrative facilities</b>			
336(3)(a)	Adequate waiting room or area			
336(3)(b)	Reception/registration area			
336(3)(c)	Administrative office or area			

PROVISION	ITEM	YES	NO	COMMENT
	<b>Available and displayed in a conspicuous area</b>			
R. 11(1)	Organizational chart			
R.36	Duty roster			
R.24(1)(a), (2)	Policy statement on staff identification			
R.24(1)(b), (2)	Policy statement on billing procedures			
R.24(1)(c), (2)	Policy statement on valid consent-requirement & manner			
R.24(1)(d), (2)	Policy statement on patient's right for information on medical treatment and care & grievance procedure			
R.24(1)(d), (2)	Policy statement on patient's right for medical report			
R.229(1)	Emergency call information (with contact number)			
R.43	<b>Appropriate patients' medical record system facilities</b>			
	<b>Medicine preparation room or area</b>			
R.74(1)(a)	Locked cabinet for dangerous drug			
R.74(1)(b)	Work space for preparation of medication			
R.74(1)(c)	Sink with hand washing facilities			
R.74(2)	Refrigerator with thermometer and exclusively for pharmaceutical storage			
R.74(3)	No test reagents, general disinfectants, cleaning agents and similar products in this room or area			
R.20	<b>Resuscitation facilities</b>			
8th Schedule (c)	Ventilation assistance equipment (e.g. ambubag)			
(f)	Laryngoscope and endotracheal tubes			
(d)	ECG monitoring with cardiac defibrillator			
(g)	Suction equipment			
(b)	Oxygen			
(h)	Urinary catheters			
(i)	Drugs ( <i>Adrenaline, Atropine, Steroid, S.Bicarb</i> )			
(e)	Intravenous therapy			
	<b>Outpatient Medical Services</b>			
	<b>Consultation rooms</b>			
R.337(1)(a)	Dimension $\geq 3.3\text{m}$			

PROVISION	ITEM	YES	NO	COMMENT
R.337(1)(a)	Area $\geq 11.1\text{m}^2$			
R.337(1)(b)	Facilities including:			
(i)	Hand washing facilities			
(ii)	Examination light			
(iii)	Storage of supplies and equipment			
(iv)	Dressing cubicle or area			
(v)	Screen for privacy of patients			
(vi)	Film illuminator			
	<b>Treatment room (if provided)</b>			
R. 337(2)(a)	Dimension $\geq 2.4$ m			
R. 337(2)(a)	Area $\geq 8.0$ m <sup>2</sup>			
R. 337(2)(b)	facilities including:			
(i)	Hand washing facilities			
(ii)	Examination light			
(iii)	Storage of supplies and equipment			
(iv)	Dressing cubicle or area			
(v)	Screen for privacy of patients			
(vi)	Film illuminator			
R.337(4)	Shall comply requirements as a treatment room as required under Part XV			
	<b>Minor surgery room (if provided)</b>			
R. 337(3)(a)	Dimension $\geq 3.3\text{m}$			
R. 337(3)(a)	Area $\geq 11.1\text{m}^2$			
R. 337(3)(b)	Facilities including:			
(i)	Scrub sink			
(ii)	Liquid detergent dispenser with foot control			
(iii)	Operating light			
(iv)	Storage of supplies and equipment			
(v)	Screen for privacy of patients			
(vi)	Film illuminator			

PROVISION	ITEM	YES	NO	COMMENT
R.337(4)	Shall comply requirements as a minor surgery room as required under Part XV			
R. 337(5)	Adequate sterilising facility			
R. 337(6)	Adequate linen and equipment storage facilities (refer Linen and laundry checklist.)			
	<b>Outpatient Dental Services</b>			
R. 338(1)(a)	Area for dental surgery room $\geq 6.0\text{m}^2$			
R. 338(1)(b)	Adequate dental surgery equipment and dental surgery materials			
R. 338(1)(c)	Adequate storage facilities for dental equipment and dental materials			
R. 338(1)(d)	Adequate and appropriate storage for housing the dental compressor			
R. 338(1)(e)	Adequate sterilising facility (sufficient capacity)			
R. 338(2)(a)	Distance between arm rest $\geq 1.2\text{m}$ (if > 1 dental chair)			
336(3)(f)	<b>Clean utility room</b>			
R.75(1)	At least one room per nursing unit			
R.75(1)	A counter and space for the storage			
R.75(2)	No hand washing sink			
R.75(3)	Air-conditioned room			
R.115	Clean linen storage separate from laundry			
336(3)(f)	<b>Soiled utility room</b>			
R.76	At least one room per nursing unit			
R.76	Work counter			
R.76	Waste receptacle			
R.76	Soiled linen receptacle			
R.76	Washing equipment			
R.76	Clinical sink			
R. 81(2)	Double compartment sinks to clean utensil and equipment with adequate counter space on both sides and depth ( <i>according to its function</i> )			
	<b>Janitor's closet</b>			
R. 77(1)(a)	A sink, preferably a floor receptor with mixing taps			
R. 77(1)(b)	A hook strip for mop handles from which soiled mop heads have been removed			

PROVISION	ITEM	YES	NO	COMMENT
R. 77(1)(c)	Shelving for cleaning materials			
R. 77(1)(d)	A waste receptacle with impervious liner			
R. 77(1)(e)	Hand washing facilities			
R. 77(2)	Adequate space for mop, buckets & cleaning equipment			
	<b>Toilet facilities</b>			
R.54(2)	Clear opening for patients' toilet door $\geq 0.9\text{m}$ & not swing inward, neither into corridor			
R.69(2)	Disabled person-friendly ( <i>fit in wheel chairs</i> ) with:			
(a)	Incombustible waste-paper receptacle with removable impervious liner			
(b)	Grab bar			
(c)	Nurse call system			
(d)	Hand washing facilities			
R.69(3)	Toilet for healthcare professional in each patient care unit			
R.427	Separate toilets for male and female staff			
R.56(2)	No carpet			
	<b>Staff facilities</b>			
R. 425	Commensurate with the type, scope and capability			
R. 426	Rest room or area with pantry			
336(3)(d)	Staff toilets			
336(3)(e)	Public telephone and drinking facilities			
	<b>Public Amenities</b>			
R. 419	Commensurate with the type, scope and capability			
R. 336(3)(d), 420	Public toilets, separate for male and female			
R. 420	Toilet for disable ( <i>where feasible</i> )			
R. 420	Room or area for nappy change			
R. 421	Easily accessible public telephone within the facility			
R. 422	Cafeteria does not hinder patient care activities ( <i>if available</i> )			
R. 423	Breastfeeding room with nappy change facilities			
R. 424	Clean and separated prayer room and ablution area for male and female ( <i>optional</i> )			



PROVISION	ITEM	YES	NO	COMMENT
	<b>Overall findings</b>			
S.16(1)(a)	Complies with the building layout plan, design construction and specification to which the approval to establish or maintain relates			
S.16(1)(b)	Equipment, apparatus, instrument, material, article, sample or substance or any other thing found in the premises, or any matter connected therewith			
R.122(2)	Infrastructure and all equipment are kept in good repair and operating condition			
	<b>STANDARD &amp; REQUIREMENT (DOCUMENTATION)</b>			
	<b>Organization and management</b>			
R.11(2)	Plan of organization in writing ( <i>specify the authority, responsibility and functions of each category of staff</i> )			
R.16(1),(2)	Appointment of head of department ( <i>if ≥ 2 RMP or RDP per specialty in accordance to the type of facilities &amp; services provided</i> )			
R.16(3)	Relevant qualification, training & experience of HOD			
	<b>Scope of facilities and services</b>			
R.334	Provide specialist outpatient facilities and services only			
	<b>Personnel</b>			
R.335(1)	In accordance to the nature and scope of facilities & services provided			
R.13(1)	All healthcare professional are registered with proper qualification, training & experience			
R.25(b)	Name and professional status of staff providing care or treatment			
R. 335(2)	RMP/RDP (Specialist) practise in the outpatient clinics			
R. 335(3)	Privilege RMP/RDP to practise in accordance to their training, experience and ability			
R.21(1)(a)	Written contract with the RMP & RDP			
R.21(1)(i), 14(1)(a)	Professional care by RMP & RDP ( <i>list with current APC</i> )			
R. 335(4)	Sufficient nursing or auxiliary staff			
R. 335(5)	Nursing services under the supervision of an experienced SRN			
R. 335(6)	Trained auxiliary staff supervised by RDP			
R. 16(4), 335(7)	Adequate qualified healthcare and non healthcare staff to operate the department			
S.2	Other allied health professional ( <i>clinical psychologist, physiotherapist, occupational therapist etc</i> )			
	<b>Policies and standard operating procedures</b>			
R.22	Relevant written policies, standards, procedures and guidelines are available and accessible to all personnel			
R.335(8)	Provision of a good referral system			

PROVISION	ITEM	YES	NO	COMMENT
R.21(1)(b)	Procedure for patient admission, discharge & transfer			
R.21(1)(c)	Procedure for patient registration, attendance & referral			
R.121(1)	Established arrangement for patient transport			
R.21(1)(k)	Policy on transportation of laboratory specimens			
R.21(1)(d)	Policy on Incident reporting			
S.36,R.38 – 41	Updated policy and procedure on grievance mechanism			
R.21(2)(a)& (b)	Written policy available to all staff & review every 5 years			
	<b>Records, registers, returns and books</b>			
R.34	Staff register			
R.13(3)	Temporary register for RMP & RDP with current APC			
R.33	Outpatient register			
R.29	Admission and discharge register			
R.42 – 46	Appropriate patients' medical record (refer 6 <sup>th</sup> Schedule) (Patient identification, relevant clinical details, details on the procedures including consent form etc)			
R.25(a)	Patients' right to identify staff (uniform, badges etc)			
R.25(b)	Patients' right to know the name & professional status of staff providing care or treatment			
R.26(1)(a)	Patients' right to be informed on the estimated charges for services			
R.26(3)	Patients' right to obtain the itemised billing			
	<b>Program and activities on quality</b>			
S.74(1),(2)	Information on quality programme and activities			
R.127(3)	Periodically evaluate of the adequacy in term of patient, nursing and personal care needs ( <i>with head of nursing</i> )			
R.127(2)	Continuous evaluation plan of nursing & personal care			
R.132(2)	Continuous evaluation plan of medical assistant care			
	<b>Overall findings</b>			
S.16(1)(c)	Complies with standards or requirements: books, records, policies, standard operating procedures, clinical practice guidelines or the management or related matters			

<b>Comments:</b>	
<b>Recommendation:</b>	
<b>Prepared by:</b>  <b>(Name &amp; Stamp)</b>	<b>Verified by:</b>  <b>(Name &amp; Stamp)</b>
<b>Date :</b>	<b>Date:</b>