

Pharmacy Document Request List

Note: This is a guideline. Additional information to include State specific requirements (as applicable) may be requested at any time during the site visit.

***Denotes policies/documents to be provided within first 2 hours of site visitor arrival**

Standard	ITEMS	COMMENTS
	General Documents/Information	
CII.2 DI.1; DII.2	*Scope of Services	Identifies the services and products available and accessible to clients
NA	*Unduplicated Admissions	Clients served within the past 12 months
NA	*List of Active Clients	Include SOC, DX, Services provided
NA	*List of Discharged Clients	Termed within the last 30-60 days
NA	*List of Scheduled Deliveries	
	List of Personnel Active/Termed	Include DOH, Position/Discipline
CIII.2; DIII.2	Contracts	List of Contract Staff and Interpretive Services
CII.1; DII.1	Sample Setup Documents	Copies of documents provided to customer with service. Include language specific documents
	Quality Documents	
CII.8 DII.9	Complaint logs /On Call Logs	
CII.6; DI.5e; DII.1e; DII.7 DIII.5a	Performance Improvement Activity/Projects	Quality Indicator Tracking Data; Annual Evaluation of Organizations Performance, Clinical Record Review; Patient Satisfaction Surveys; Infection Control Surveillance; Adverse Events
NA	Most Recent Survey Results	From local, State or federal agency
DII.7	Performance Improvement Meeting Minutes	Last 12 months
	Policies and Procedures	
CI.5 DI.5	Policy Manual(s): <ul style="list-style-type: none"> • Service Specific Policies • Human resources • Administrative • Operational • Clinical (as applicable) 	Infection Control, *Hand washing and bag technique policy; Emergency Preparedness; QAPI
	Governance Documents	

CI.2; DI.2	List of Governing Body (GB) members and positions	GB may consist of 1 or more persons depending on the size and scope of the agency
CI.2	GB meeting Minutes	
CIV.1; DIV.1	Strategic Plan	
CI.2; DI.2	*Serviced or Business License	As applicable per State requirements
	Financial Documents	
CI.3	Operational Budget	
CI.3	Capital Expenditure Plan	
CI.3; DI.3	Insurance	
CI.3	Last Financial Statement Review (External)	
	Operational Documents	
CI.3; DI.3	*Organizational Chart	
DI.1	Training and Competency Program	Service Specific
CI.1 DI.1	Orientation Program	
CI.1 DI.1	Clinical Competency Documentation	
CI.1 DI.1	Annual In-service Education Documentation	As applicable per State requirements per discipline
CI.3 DI.3	Emergency Preparedness Plan	All elements of the standard including implementation and testing.