

MEDICAL CLINIC STANDARDS (10-CLI)

Description - Health clinics provide basic medical services to staff and visitors.

In general, the following definitions apply to these terms throughout the standards:

Adequate:	As much as necessary for the intended duration of use
Appropriate:	Suitable to the level of service or as specified in the operating plan
Clean:	Free from dirt, marks, stains, or unwanted matter
Neat:	Arranged in an orderly, tidy manner
Operational:	In use or ready for use
Sufficient:	Enough for the number of persons
Well-maintained:	Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Clinic Facility – Exterior	
1	<u>Building Structure</u> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	<u>Parking</u> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
4	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
5	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
6	<u>Public Signs</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
7	<u>Ambulance Bay</u> - Ambulance bays are clearly identified and adequately illuminated, and driveways are unobstructed.	A
8	<u>Site Utilities and Equipment</u> - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	C

9	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	A
10	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
11	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A
	Public Areas – Interior	
12	Waiting Area - The waiting area and other public spaces are appropriately furnished, clean, and well-maintained. Literature racks are neat, stocked, and well-maintained.	A
13	Check-In - Patient check-in area is clearly marked, clean, and well-maintained.	C
14	Required Notices - Required notices are posted and well-maintained, and include: • State inspection certificate • Patient Rights • Privacy Notice • Current Business License	A
15	Corridors - Corridors are well-lit and unobstructed.	A
16	Floors - Floors have non-slip surfaces, and are clean and well-maintained.	A
17	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. At least one restroom in the waiting area has a diaper-changing station.	B
18	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
19	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
20	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
21	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
	Safety	
22	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A

23	<u>Fire Extinguishers</u> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
24	<u>Smoke Detectors</u> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
25	<u>Fire Alarms and Pull Boxes</u> - Fire alarms and pull boxes are visible and accessible.	A
26	<u>Animal Pest Exclusion</u> - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
	Exam and Emergency Rooms	
27	<u>Exam Rooms</u> - Exam rooms are appropriately furnished, neat, clean, and well-maintained. Exam rooms are adequately and appropriately stocked; sinks are operational, clean, and well-maintained. Exam chairs and tables are clean and well-maintained. Seating is available for parents or guardians.	B
28	<u>Organization</u> - No patient care items (e.g., medical supplies) are located on the floor, 18" from the ceiling, or under the sink.	B
29	<u>Lighting</u> - Lighting is adequate for patient care. Fixed ceiling and portable lights are clean and operational with no burned-out bulbs.	A
30	<u>Ventilation/Climate Control</u> - Exam rooms are adequately ventilated and maintained at a temperature consistent with patient comfort.	B
31	<u>Floors</u> - Floors are non-slip, clean, and well-maintained.	B
32	<u>Windows</u> - Windows are positioned at a height to provide privacy or appropriately screened (e.g., frosted glass, blinds, or curtains).	B
33	<u>Medical Waste</u> - Bio-hazard waste receptacles and sharps containers are marked and well-maintained.	A
	Clinic Amenities	
34	<u>Pharmacy/Medicine Closets</u> - Pharmacy and medical supply storage areas are neat, secure, and appropriately marked. Medicines and medical supplies are maintained in accordance with manufacturer instructions and expiration dates are observed.	A
35	<u>Medical Equipment</u> - Equipment is adequate, operational, and well-maintained.	A
36	<u>Chemical Storage</u> - Medical and cleaning chemicals are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
37	<u>Medical Waste Disposal</u> - Bio-hazardous, sharps, medical, and medicine waste is properly collected and secured. Wastes are managed and disposed of in accordance with applicable laws.	A
	OPERATIONAL STANDARDS	
	Accessibility	

38	Accessibility - Medical facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
	Services	
39	Hours of Operation - Clinic services are provided during business hours, or by appointment. If clinic is closed, emergency contact information is posted.	B
40	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
41	Insurance - Health insurance is accepted; exceptions are approved by the park.	B
42	Inspections - Annual state inspections, and monthly clinic inspections are conducted on schedule, and documentation is available.	A
43	Logs - Medical and safety logs are current and well-maintained.	A
44	Recordkeeping - Records are secured in a controlled area, and record disposal is conducted in accordance with applicable laws.	A
45	Sanitation - Patient care areas are sanitized, and daily logs are maintained.	A
46	Clinic Policies - Clinic policies include: • Scope of Practice • Clinical policy and procedures • Clinical standard operations	B
47	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
	Personnel	
48	Staffing Levels - Clinic facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
49	Certifications - Clinic staff are trained and certified for the level of care and patient treatment being provided. Licenses, certificates, DEA, and CPR are current.	A
50	Employee Attitude - Employees project a professional and helpful attitude.	B
51	Employee Appearance - Employees wear a uniform or name tag identifying them as clinic staff. Employees present a neat, clean, and professional appearance.	B
	Rates	
52	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.