



## CLINIC OPERATIONS POLICY AND PROCEDURES

MSRDP Operating Procedure Number: MSRDP-1.001  
Effective Date: December 1, 2000. Revised May 2004  
Prepared By: MSRDP Business Administration and UNTHSC Quality Management  
Purpose: General Overall Administrative Guidelines for UNTHSC Clinic Operations

Approval: \_\_\_\_\_  
Chairman, MSRDP Board of Directors

### **1.0 Policy.**

All UNTHSC patient care departments will use common administrative and business practice policies and procedures.

### **2.0 Purpose.**

Common administrative and business practices enable common staff training programs, enhance regulatory compliance and accreditation programs, and objective evaluation of business and administrative functions of UNTHSC's patient care departments.

### **3.0 Definitions.**

**3.1 Senior Administrative Official.** Because of clinical department organizational variation, the title of this individual will be either an Assistant to the Department Chairman, a Clinical/Business Services Manager, or a Clinical/Business Services Supervisor. In all cases, this individual will be a senior manager responsible for all business and administrative functions within his/her clinical department.

**3.2 Business Policy and Operations Committee.** A committee of the Medical Service Research and Development Plan (MSRDP) Board of Directors (d/b/a UNTHSC Physicians & Surgeons Medical Group) responsible for the development, evaluation, and implementation of policies for the MSRDP.



Membership on this committee includes:

Senior Associate Dean and Chief Medical Officer	Chairman
Vice President, Practice Operations and Chief Administrative Officer	Co- Chairman
Administrative Director , Family Medicine	Voting Member
Clinical/Business Services Supervisor, Seminary Clinic	Non-Voting Member
Administrative Director, Surgical and Rehabilitation Services	Voting Member
Administrative Director, Internal Medicine	Non-Voting Member
Administrative Director, Women’s and Children’s Services	Voting Member
Director, Patient Accounts	Voting Member
Manager, Practice Support	Voting Member
Administrative Assistant, MSRDP	Recorder

**4.0 Procedures.**

**4.1 Common Administrative and Business Policies and Procedures.** All UNTHSC patient care departments will follow the policies and procedures developed by the Business Policy and Operations Committee of the MSRDP Board of Directors and approved by the Operations Committee of the MSRDP Board of Directors. Attachment

**4.1.1** All policies and Procedures will follow the format prescribed by the Business and Operations Committee.

**4.2 Employee & Faculty Orientation.** In addition to the requirements contained in UNTHSC Human Resource Services Policy 5.01, *Faculty, MSRDP Management and Staff Orientation*, all MSRDP employees will be thoroughly oriented to their work center. This orientation shall include completion of applicable SMS Signature System training courses, and review and written acknowledgement of receipt of those policies and procedures applicable to the employee’s specific job responsibilities. All orientation and training courses will be completed within the first ninety (90) days of employment. Employees shall also be informed of the following:



**4.2.1 Patient & Staff Safety.** A patient and staff safety orientation checklist is shown in Attachment 2.

**4.2.2 Dress Code for MSRDP Employees.** This policy is shown in Attachment 3. The dress code for faculty members is left to the discretion of the applicable Department Chairman.

**4.2.3 Contracting on Behalf of UNTHSC.** The Senior Administrative Official in each department is responsible for informing each faculty member of the health plan/managed care organization contracting policies of UNTHSC. A summary of this policy is in Attachment 4.

**4.2.4 Confidentiality, Privacy and Security of Patient Information**

**5.0 Reference**

UNTHSC Human Resource Service Policy 5.01

**6.0 Follow-Up and Review.**

Policy will be reviewed as needed or every three (3) years.

**7.0 Responsibility.**

Senior Associate Dean and Chief Medical Officer  
Vice President, Practice Operations and Chief Administrative Officer  
Senior Administrative Official in each Patient Care Department