

ARROWHEAD REGIONAL MEDICAL CENTER
ADMINISTRATIVE POLICIES AND PROCEDURES
2014-2019 Summary of Policy Revisions

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
100.01				X	Administrative Operations Manual - Organization, Contents	
100.02				X	Administrative Operations, Infection Prevention, and Environment of Care Manuals - Approval, Distribution	
100.03			X		ARMC Policy and Procedure Manuals: Format, Standards	
100.04				X	Department Specific Policy and Procedure Manual: Approval Process	
110.01				X	Customer Service - Provision of	
110.02			X		Service Animals	
110.03			X		Catering - Requests and Approval	
110.04				X	County Vehicles - Approval and Use of	
110.05				X	Documents - Framing of	
110.06				X	Walls - Attachment Methods	
110.07				X	Health Sciences Library - Use/Access	
110.08				X	Medical Photography Management	
110.09				X	Records Retention - Schedules of	
110.10			X		Smoking - Prohibition of	
110.11				X	Handcuffs and Batons	
110.12				X	Telephone Services - Request for	
110.13				X	Telephone Services - Use of Pagers	
110.14				X	International Telephone Calls	
110.15				X	Telephone Services – Voice Mail	
110.16				X	Spectralink Telephones	

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110.17				X	Mail Services	
110.18				X	Visitors – Injuries to	
110.19			X		Unusual Occurrences – Reporting of	
110.20			X		Conference Room Scheduling and Room Set Up	
110.21				X	Computerized Tube System and Security	
110.22				X	Contract Services – Classification and Accountability	
110.23				X	Contract Services – Establishment of Agreement	
110.24			X		Contract Services – Review and Management of	
110.25				X	Contract Services – Affiliation Agreements	
110.26				X	Public Information and Media Contact	
110.27				X	Administrative Coverage	
110.28		X			Patient Charity Care	SB 1276, California Health Benefit Exchange eligibility.
110.29			X		Patient Financial Assistance	
110.30				X	Controlled Substance Diversion	
110.31				X	Bulletin Boards – Use of	
110.32				X	Petitions – Circulation of	
110.33				X	Meals – Employee	
110.34				X	Meals – Allowance	
110.35				X	Employee Participation in Defense of Claims	
110.36				X	Grants: Glossary and Definitions	

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110.37				X	Grants: Search and Identification Process	
110.38				X	Grants: Roles and Responsibilities	
110.39				X	Grants: Development	
110.40				X	Grants: Award and Contracting	
110.41				X	Grants: Management and Reporting	
110.42				X	Staff Volunteers at ARMC Events	
110.43			X		Use of Color-coded Armbands	
110.44				X	Bake Sales	
110.45	X				Traffic and Parking Control, Citation Issuance and Vehicle Towing	
110.46	X				Roles of Residents, Medical and PA Students, App's (RNP & PA), RN's and Others During Surgery	
110.47	X				Patient Notification of Adverse Event/Medical Error	Changed from Policy No. 300.02
200.01				X	Human Resources Operations	
200.02				X	Employee Association/Union Access to Medical Center Work Site	
200.05				X	Solicitation and Distribution - Literature or Goods	
200.06			X		Standards of Dress and Appearance	
200.09				X	Eating at Work Stations	
200.10				X	Information – Confidentiality	
200.11				X	Employment – Equal Opportunity	
200.13				X	Sexual Harassment – Prohibition of	
200.14				X	Substance Abuse/Reasonable Suspicion – Drug and Alcohol Testing	

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200.16				X	Use of County Property and Work Time	
200.17				X	Violence or Threats in the Workplace	
200.18				X	Temporary Help Services	
200.19				X	Employment of Relatives	
200.22				X	Standards for Employee Conduct	
200.23	X				Separation from Employment	
200.24	X				Contracted Service Provider Personnel	
210.01				X	Time and Attendance – Recording of	
210.02			X		Employee Identification Badge	
210.03				X	Tardiness and Absenteeism Policy	
210.04				X	Absence from Duty – Sick Leave Use	
210.05				X	Return to Work – Modified Duty	
210.06				X	9/80 Alternate Work Schedule	
220.01				X	Pre-employment Medical Evaluation	
220.02			X		Orientation – New Employee	
220.03			X		Orientation for Individuals On Site Less Than Thirty (30) Days and All Students	
220.04				X	Annual Employee Update	
220.05				X	Licenses, Certificates, Registration – Verification of	
220.06			X		Background and Reference Checks	
220.07				X	Forensic Staff Orientation Less Than 30 Days	

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220.08	X				Management of Students and Student Placement	
220.11	X				American Heart Association Card Renewal	
230.01				X	Work Performance Evaluations – Standards for	
230.02				X	Performance Review – Competence Assessment	
230.03				X	Work Performance Evaluations (WPE) Report and Timelines	
240.01				X	Travel and Education – Expense Reimbursement	
240.02			X		Education Assistance Proposal (EAP) Processing for Tuition and Membership Dues	
240.03				X	Employee Discipline	
240.04			X		Process to Fill Vacant Positions at Arrowhead Regional Medical Center (ARMC)	
240.05	X				Use of Personal Electronic Devices Including Cellular Phones, Smartphones, Smart Watches, and Radio Transmitters	
240.06	X				HEART Employee Behavioral Standard Examples	
300.01			X		Adverse Event	
300.02		X			Patient Notification of Medical Error/Adverse Event (Unanticipated Outcome)	Changed to Policy No. 110.47
300.03			X		Performance Improvement & Patient Safety Plan	
300.04				X	The Lean Initiative	
300.05	X				Patient Safety Evaluation System	
400.01				X	Purchasing – Authorization for	
400.02				X	Purchasing – Vendor Selection	
400.03				X	Purchasing – Management of Samples	

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400.04				X	Purchasing – Purchase Orders – Equipment Repair	
400.05				X	Purchasing – Low Value Purchasing Authority	
400.06				X	Petty Cash – Use of	
400.07				X	Capital Equipment – Acquisition	
400.08				X	Equipment – Borrowing, Lending	
400.09				X	Equipment – Disposal of Surplus	
400.10				X	Equipment – Thefts of	
400.11				X	Equipment Patient Care – Inspections	
400.12				X	Equipment Non-Patient Care –Inspections	
400.13				X	Disposable Devices – Reuse	
400.14				X	Supply Requisitions	
400.15				X	Annual Physical Inventory	
400.16				X	Supply Access – After Hours	
400.17				X	Equipment Maintenance/Service – Requests for	
400.18				X	Facility Maintenance: Outside Contractors and Other County Departments Working in the Facility	
400.19				X	Product Recall System	
400.20				X	Emergency Purchase Authorization	
400.21				X	Emergency Small Enterprise Program Compliance for County Contractors	
400.22				X	Product Evaluation and Executive Value Analysis Leadership	
400.23				X	Internal Signature Authority Minor Equipment Sub A	

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400.24				X	Storage of Equipment and Supplies	
400.25				X	Central Plant – Wireless Remote Temperature Monitoring of Refrigerators and Freezers	
400.26	X				Decentralization of Intravenous Pumps	
400.27	X				(RPT) Relocatable Power Tap Policy	
500.02			X		Temporary Disaster Clinical Privileges	
500.03				X	Graduate Medical Education – Institutional Commitment to	
500.04	X				Staff Verification of Medical Staff and Allied Health Membership and/or Clinical Privileges and Resident Competency	
500.05	X				Medical Student Supervision	
600.01				X	Plan – Provision of Care	
600.02				X	Interdisciplinary Plan of Care	
600.03				X	Provision of Care for Hospitalized Patients Birth Through 21 Years of Age	
600.04	X				Therapeutic Limit Setting	
610.01				X	Census Management Plan: Transfers, Saturation/Diversion, High Census Alert/CDPH Notification	
610.03				X	Inpatient Transfer To and From ARMC	
610.04				X	Patient Transport Within the Hospital	
610.05				X	Transfer To and From the Emergency Room	
610.06		X			Transition (Discharge) Planning / Management	Title change and updated discharge planning options.
610.07				X	Patient Evaluation – Medical Screening Examination	
610.08				X	Discharge Planning/Transfers and Change to Lower Level	

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610.09				X	Patient Discharge Lounge	
610.10				X	Provision of DME Upon Patient Discharge	
610.11				X	Management of “Unknown” Patients	
610.12			X		Patient Identification	
610.13				X	Patient Registration Guidelines – Outpatient Services	
610.15				X	Palliative Care: Scope of Practice	
610.16				X	Palliative Care: Referral Process	
610.17				X	Palliative Care: Palliative Care Committee	
610.18				X	Palliative Care: Care Planning	
610.19				X	Palliative Care: Assessment and Treatment of Physical/Emotional Symptoms	
610.20				X	Palliative Care: Pain Management and Opioid Prescribing	
610.22				X	Palliative Care: Pastoral Care Priorities	
610.23				X	Safe Patient Handling and Movement	
610.24				X	Physician Orders for Life Sustaining Treatment	
610.25		X			Stroke Response	Identify Stroke Program Core Leadership members, staff education and orientation requirements, and American Stroke Association’s “Get with the Guidelines Stroke Measures performance improvement model.
610.26		X			Code Stroke	Update procedures and protocol algorithm.
610.27				X	Hyperglycemia Management in Hospitalized Adults	
610.28				X	Infection – Sepsis of the Adult Patient	

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610.29				X	Reconciliation of Medication Profiles	
610.30				X	Indwelling Urethral Catheter	
610.31				X	Prevention of Stroke: Treatment of Acute and Chronic Atrial Fibrillation and Atrial Flutter	
610.32				X	Patient Observation, Monitoring, and Escorts for Patient Requiring Constant Supervision	
610.34	X				Involuntary Holds On Non-Psychiatric Units	
610.35	X				Magnetic Resonance Imaging and Computerized Tomography Perfusion Stroke Series Policy	
610.36	X				Arterial Line: Insertion and Management	
610.37	X				Care For Patients With Stroke Symptoms Greater Than 8 Hours After Symptom Onset	
610.38	X				Discharge Planning Activities	
610.39	X				Accepting Practitioner Orders	
610.40	X				Management of Observation Patients	
610.41	X				California End of Life Option Act	
610.42	X				Wound Dressings, Ordering Using Wound Algorithm	
610.43	X				Code Sepsis	
610.44	X				Discontinuing a Urinary Catheter Utilizing the HOUDINI Protocol	
620.01				X	Abuse – Children – Reporting of	
620.02				X	Abuse – Elder, Dependent Adult	
620.03				X	Abuse – Health or Community Care Facility	
620.04				X	Abuse – Domestic Violence, Reporting of	

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620.05			X		Pain Assessment and Management	
620.07			X		Rapid Assessment Team	
620.08				X	Baby Rapid Assessment Team	
620.09	X				Screening And Managing In-Patients At Risk For Suicide	
620.10	X				Fall Program	
630.01				X	Nourishments – Bulk	
630.02				X	Patient Nourishment	
630.03				X	Patient Meals	
630.04				X	Patient Meals – Sandwich	
630.05				X	Refrigerator/Freezer Temperature Checks – Patient/Nourishment/Galley	
640.01			X		Consents – Management of	
640.02				X	Consent – Patient Photography	
640.03				X	Consent – Antipsychotic Medication	
640.04				X	Next of Kin – Location of and Search for	
640.05				X	Guidelines for Consenting/Ethical Issues in Pediatric Patients	
650.01			X		Moderate Sedation and Analgesia Performed by Non-Anesthesia Providers During Procedures on Adults Older Than 10 Years of Age	
650.02			X		Moderate Sedation and Analgesia Performed by Non-Anesthesia Providers During Procedures on Neonates, Infants and Children Less Than 10 Years of Age	
650.03				X	Ambulatory Surgery Center Patients – Selection and Choice of Anesthesia	
650.04			X		Alternate Post-Procedure Recovery Areas	

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650.05				X	Management of the Routine Peri-Operative Patient Prior to the Day of Surgery	
650.06				X	Management of the Urgent or Emergent Peri-Operative Patient	
650.08				X	Malignant Hyperthermia	
650.09				X	Post-Operative Care of Intensive Care Unit (ICU) Patients	
650.10			X		Guidelines for Perioperative Urine Drug Screening	
650.11			X		Perioperative Autologous Blood Collection and Administration	
650.12	X				Non-Obstetric Surgery During Pregnancy	
660.02				X	Administration of Blood – Lookback	
660.03			X		Massive Blood Transfusion (Massive Transfusion Protocol)	
660.04			X		Blood and Blood Products: Patient Identification, Requisition and Administration	
670.01		X			Restraint/Seclusion Guidelines for Non-Violent/Non-Self-Destructive and Violent/Self-Destructive Behavioral Management	Title change and identification of least restrictive intervention methods based on patient assessment.
670.02				X	Latex Allergy Program	
670.03			X		CPR – Code Team Role	
670.04				X	12-Lead Electrocardiogram (EKG or ECG)	
670.05			X		Tumor Node Metastasis Staging	
670.06				X	Healthcare Facilities Accreditation Program Tumor Board Requirements	
670.08				X	Tissue Excluded from Examination by a Pathologist	
670.09				X	Evaluation of Pacemakers and IACDs	
670.10				X	Breast Receptor Assays	

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670.12				X	Management of Patients with Suspicious Breast Pathology – Emergency Department Point-Of-Entry	
670.13				X	Documentation For Procedures Which May Require Moderate Sedation or Anesthesia Services	
670.14				X	Legal Orders For The Control Of Tuberculosis	
670.15			X		Side/Site Verification and Time Out Procedure	
670.16	X				Post-Procedure Pre-Cleaning of Endoscopes	
670.17	X				Receiving and Storage of Endoscopes	
670.18	X				Cleaning of Endoscope Cabinets	
670.19	X				Guidelines for the Administration of Hypertonic Sodium Chloride 23.4% Solution	
670.20	X				Telemetry: Care of the Patient on Centralized Telemetry Monitoring	
670.21	X				Procedure for Endocavity Transducer High Level Disinfection	
670.22	X				Cleaning and Preparing Endocavity and Trans-abdominal Probes	
670.23	X				Operative and Other Invasive Procedures	
670.24	X				Orthopedic Guidelines for Trauma Room Fracture Wash Outs	
670.25	X				Alcohol Withdrawal: Management of Patient in Telemetry Unit and Intensive Care Unit (ICU)	
670.26	X				Administration of Influenza and Pneumococcal Vaccines	
670.27	X				Non Chemotherapy Extravasation	
670.28	X				Spinal Orthotic Devices and Management	
670.29	X				Code White	
680.01				X	Plan – Patient/Family Education	
680.02				X	Nutrition Patient Instruction	

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690.01				X	Visitation	
690.02				X	Patient Personal Property – Management of	
690.04				X	Medi-Cal Pending – Management of	
690.05				X	Morgue – Placement, Viewing, and Releasing of Bodies	
690.06				X	Medication Variance – Reporting of	Policy deleted.
690.07				X	Children – Car Seats	
690.08				X	Safe Surrender of Newborn	
690.09				X	Surgical Procedures Requiring Assistant Surgeon or Assistants to the Surgeon	
690.10				X	Emergency Medical Evaluation Requested by Law Enforcement Officers	
690.11			X		Prisoners in Detention Unit – Management of	
690.12			X		Prisoners – Use of Restraints	
690.13				X	Medical Imaging – Department Services/Department Plan for Provision of Care	
690.14				X	Medical Imaging – Request for Exam	
690.15				X	Medical Imaging – Scheduling Exam	
690.16				X	Death of Patient	
690.17				X	Autopsies	
690.18				X	Death Certificates	
690.19				X	Coroner's Case: Notification of the Coroner	
690.20				X	Coroner's Duties in Hospital	
690.21			X		Abuse: Staff to Patient	

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690.22				X	Laboratory Specimen Labeling and Patient Identification Verification	
690.23				X	Staff Rights	
690.24				X	Homeless Discharge	
690.25				X	Outline For Unit Closure and Opening	
690.26				X	Ordering Out Outpatient Services	
690.27			X		Critical Value, Read Back Verification of	
690.28	X				Patient's Home Medications	
690.29	X				Medical Device Alarm Safety	
690.30	X				Wound Care Referral Process	
690.31	X				Chain of Command: Duty to Intervene and/or Conflict Resolution	
690.33	X				Self-Administration of Hospital Acquired or Patient's Own Medications	
690.34	X				Code Green – Missing/Eloped Patient	
690.35	X				Multi-Dose and Single-Dose Medication Containers	
690.36	X				Intravenous Admixture and Administration	
690.37	X				Drug Shortages	
690.38	X				Traffic Patterns in the Surgical Suite	
690.39	X				Intensivist Policy	
700.01				X	Information Security – General Requirements	
700.02				X	Security Management and Evaluation Process	
700.03				X	Workforce Security Requirements	

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700.04				X	Information Access Management	
700.05				X	Security Awareness and Training	
700.06			X		Security Incident Procedures and Sanctions	
700.07				X	Contingency Planning	
700.08				X	Physical Security Access Controls	
700.09				X	Workstation Use & Security	
700.10				X	Device and Media Controls	
700.11				X	Access Control	
700.12				X	Audit Controls	
700.13				X	Data Integrity	
700.14				X	Person or Entity Authentication	
700.15				X	Transmission Security	
700.16				X	Management of Identity Theft	
700.17				X	Portable Storage and Media Management	
700.18				X	Citrix Access and Appropriate Use Policy	
700.19				X	Data Encryption	
700.20	X				Laptop Computer Use and Security	
700.21	X				Data Storage	
700.22	X				Data Integrity and Internal Data Validation	
700.23	X				Electronic Health Record Documentation Requirements Policy	

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810.01				X	Patient Number – Assignment of	
810.02				X	Patient Information – Release of Medical Records	
810.03				X	Patient Access – Medical Records	
810.04				X	Medical Records – Requests for Information Except Subpoenas (For Subpoenas See P&P 820.03)	
810.05				X	Anonymity – Patient	
820.01				X	Health Information Management – Litigation Access	
820.02				X	Printed Forms – Standards	
830.02				X	Clergy Information – Documentation of	
830.03				X	Subpoenas, Search Warrants, Court Orders, Summons or Other Requests by Legal Entities	
830.04				X	Active Lawsuits – Management of Accounts	
830.05	X				Medical Record Corrections, Late Entries and Addendums	
830.06	X				Do Not Use Abbreviations	
840.01		X			Establishment of an Electronic Health Record.	Policy deleted.
840.02		X			Approval Process of Electronic Orders	Policy deleted.
900.01			X		Patient's Rights	
900.02		X			ADA-Effective Communication for the Deaf or Hard of Hearing	Title change and update to ADA requirements for deaf or hard-of-hearing patients and visitors.
900.03			X		Patients' Rights – Spiritual	
900.04				X	Patient's Rights – Refusal of Blood	
900.05	X				Limited English Proficiency Effective Communication	

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910.01			X		Advance Health Care Directives – Use of	
910.02			X		Withdrawing/Withholding of Therapy	
910.03				X	Care at the End of Life	
910.04				X	Prehospital Do Not Resuscitate	
910.05			X		Medical Ethics Committee Consultation	
910.06			X		Donor Guidelines	
910.07				X	Determination of Death	
910.08				X	Donation After Cardiac Death (DCD)	
910.09		X			Non-Viable Neonates, Guidelines for the Care of	Policy deleted.
910.10				X	Terminal Wean	
910.11				X	Referral or Transfer of a Patient Who is Requesting End of Life Options	
920.01				X	Patient's Rights - Resolution of Conflicts	
920.02			X		Patient's Rights - Management of Complaints, Grievances	
1000.01				X	Compliance Program – General	
1000.02			X		Compliance Program Elements	
1000.03				X	Compliance Reporting Process – Anonymous Reporting	
1000.04				X	Employee Code of Conduct	
1000.05				X	Billing and Claims Reimbursement Policy	
1000.06				X	Coding Practices	
1000.07			X		Uses and Disclosures of Protected Health Information	

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1000.08				X	Access, Amendment and Accounting for Disclosures	
1000.09				X	Procedures for Accounting for Disclosures of Protected Health Information	
1000.10				X	Facsimile Transmission Management and Security	
1000.11				X	Disclosures of Protected Health Information to Physician Corporations For Billing Purposes	
1000.12				X	Business Associates – Protected Health Information (PHI)	
1000.13			X		Uses and Disclosures of Protected Health Information for Marketing Purposes	
1000.14				X	Minimum Necessary Restrictions	
1000.15		X			Notice of Privacy Practices	Title change. Update to procedures for notifying patients on use and disclosures of protected health information, patient rights and hospital's responsibilities.
1000.16				X	Communication of Protected Health Information	
1000.17				X	Mitigation of Privacy & Security Violations	
1000.18				X	Organizational Ethics	
1000.19				X	Statement of Economic Interest (Form 700)	
1000.20				X	Charge Description Master (CDM)	
1000.21				X	Establishing CDM Prices	
1000.22				X	Using Protected Health Information for Training and Educational Purposes	
1000.23			X		Federal and State False Claims Act	
1000.24				X	Vendor Relations – Acceptance of Gifts and Other Business Courtesies	
1000.25				X	De-Identification of Protected Health Information	

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1000.26				X	Use and Disclosure of Protected Health Information for Research	
1000.27	X				Removal of Protected Health Information From Hospital Premise	
1000.28			X		Privacy Complaints	
1000.29	X				Compliance Officer/Reporting to the Joint Conference Committee (Board)	
1000.30	X				Conflict of Interest – Prevention of	
1000.31	X				Anti-Kickback and Stark Laws	
1000.32	X				Personal Representative of Patients	
1000.33	X				Health Information Exchange	
1000.34	X				Uses and Disclosures of Decedent Information	
1000.35	X				Breach Notification	
1000.36	X				Disclosures of Protected Health Information to Law Enforcement	
1000.37	X				Verification of Identity and Authority to Disclose Protected Health Information	
1000.38	X				Disclosure of Patient Information to Family and Friends	
1000.39	X				Patient Directory	
1000.40	X				Patient Privacy Protections	
1000.41	X				Use and Disclosure of Patient Information for Fundraising	
1000.42	X				Uses And Disclosures Of Protected Health Information That Require Authorization	
1000.43	X				Use and Disclosure of HIV Test Results	
Org Charts			X		Organizational Charts – Admin & Medical	