

**Policies Must be Approved by the Board of Directors**  
**Procedures Do Not Require Board Approval**

**All Policies are Denoted by \*\***

**INSTITUTIONAL POLICIES**  
**ADMINISTRATION/GOVERNANCE:**

- \*\*AG-001 Mission and Vision Statement**
- \*\*AG-002 History, Environment, Description of Community, Summary Services, Leadership Responsibilities**
- \*\*AG-003 Grant Development and Budget Process**
- \*\*AG-004 Organizational Chart**
- \*\*AG-005 Code of Ethics**
- \*\*AG-006 Adverse Weather Conditions and Unusual Circumstances**
- \*\*AG-007 Contributions (Page 2 Procedure)**
- \*\*AG-008 Visitors on Site**
- \*\*AG-009 Quality Improvement Process (Page 2 Procedure)**
- \*\*AG-010 Principals of Practice**
- \*\*AG-011 Patient Satisfaction Survey (Page 2 Procedure)**
- \*\*AG-012 CNM Patient Satisfaction Survey (Page 2 Procedure)**
- \*\*AG-013 Migrant Stream Forum-staff attendance (Page 2,3 Procedure)**
- \*\*AG-014 Unsung Hero Award (Page 2 Procedure)**
- \*\*AG-015 Patient Registration (Page 2 Procedure)**
- \*\*AG-016 Welcome Package**
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- \*\*AG-019 Medical Staff By-Laws**
- \*\*AG-020 By-Laws of the Corporation**
- \*\*AG-021 Federal Torte Claims Insurance**
- \*\*AG-022 Governing Board Self Evaluation Protocol**
- \*\*AG-023 Corporate Compliance Policy**
- \*\*AG-024 Code Conduct**
- \*\*AG-025 Format for Board of Directors Minutes**

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- \*\*Adm-PRR-001 Rights and Responsibilities of Clients (Page 4 Procedure)**
- \*\*Adm-PRR-002 Communication Barriers**
- \*\*Adm-PRR-003 Complaint Resolution (Pages 2, 3,4 Procedure)**
- \*\*Adm-PRR-004 Dismissal of Patients from Practice (Page 2 Procedure)**
- \*\*Adm-PRR-005 Health Care Proxy, Advance Directives**
- \*\*Adm-PRR-006 Informed Consent (Page 2 Procedure)**
- \*\*Adm-PRR-007 Dependent Abuse and Neglect (Pages 3, 4,5 Procedure)**
- \*\*Adm-PRR-008 Crisis Intervention (Pages 2,3,4 Procedure)**

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- I-FI-002** Sliding Fee Scale Procedure
- \*\*I-FI-003** Fee Determination (Page 2, 3 Procedure)
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- \*\*I-FI-005** Company Credit Cards
- \*\*I-FI-006** External Reporting (Page 2 Procedure)
- \*\*I-FI-007** Internal Accounting Controls
- \*\*I-FI-008** Competitive Bids (Page 2 Procedure)
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- \*\*I-FI-014** Compliance
- \*\*I-FI-015** Employee Health
- \*\*I-FI-016** Preparation of Financial Reports
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- \*\*I-FI-018** Travel Policy
- \*\*I-FI-019** Employee Expense Reports
- \*\*I-FI-020** Audit (Page 2-9 Procedure)

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- D-FI-002** Accounts Payable Processing Procedure
- \*\*D-FI-003** Purchasing (Pages 2-5 Procedure)
- \*\*D-FI-004** Claims Processing (Pages 2,3 Procedure)
- \*\*D-FI-005** Statement Processing (Page 2 Procedure)
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- I-HR-004 Progressive Disciplinary Action Procedure**
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- \*\*I-HR-006 Adoption and Disclosure of Job Descriptions**
- \*\*I-HR-007 Employment Classification and Employment Status**
- \*\*I-HR-008 Bereavement**
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- \*\*I-HR-010 Jury Duty and Court Appearances**
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**CLIA Waived Lab Manual Attached**

**Dental Policy and Procedure Guidelines Attached**

**Clinical Guidelines in Family Practice by Uphold and Graham is the standard used by the Providers**

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- \*\*NRS-006 Pharmacy Refills (Page 2 Procedure)**
- \*\*NRS-007 RN Competency Assessment (Page 2-5 Procedure)**
- NRS-008 NA Competency Assessment Procedure**
- NRS-009 Age Specific Performance Expectations Procedure**
- NRS-010 Vital Signs Procedure**
- \*\*NRS-011 Peripheral Pulse (Page 2 Procedure)**
- \*\*NRS-012 Apical Pulse (Page 2 Procedure)**
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**\*INFORMATION MANAGEMENT POLICIES**

**\*\*Information Management Polices Listed Collectively**

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**IM-003 Computer Security, Disaster Recovery**

**IM-004 Computer Security, User Sign On**

**IM-005 Computer Security, Job Classification Changes**

**IM-006 Computer Security, Pass Word Changes**

**IM-007 Computer Security, Remove Computer Access**

**IM-008 Disaster Recover**

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**Attachments:**

**CLIA Waived Lab Manual**

**Dental Policy Manual**

**All pronouns and variations thereof shall refer to the masculine, feminine, or neuter; singular or plural as the identity of the person or persons or entity may required**