

# Quality Matters

## Tips to improve quality, performance and customer satisfaction

By Lisa Guzman, manager, Quality and Performance Excellence

This column features tips, information and reminders to help examiners and offices perform at their best.

- » **Print medical history information in a legible manner** on exam forms, as it is more readable than cursive on faxed and imaged documents.
- » **Blood pressure equipment must be calibrated at least annually** and more often if needed. American Diagnostic Corporation's (ADC) website, [www.adctoday.com](http://www.adctoday.com), features an FAQ about BP equipment calibration. They will re-calibrate an ADC aneroid sphygmomanometer free of charge.
- » **Eliminate missing or incomplete information** on exam forms.
  - Answer all questions and provide details for "Yes" answers.
  - Provide the 5 "D's" for conditions/illnesses/injuries declared by the applicant:
    - **Doctor(s)** (or other providers)
    - **Diagnosis**
    - **Date(s)** for onset, exams/tests, surgeries/procedures, etc. and results
    - **Dosage(s)** for medications (include frequency and reason)
    - **Duration** for length of illnesses/hospitalizations, treatments/therapies, recoveries, etc.
  - Don't forget to record number of pulse irregularities per whole minute pulse. If there are none, record "0" in the designated space.
  - Don't forget to make sure that the applicant and you have signed in all required places on the forms.
- » **When a pulse reading is required**, it must be taken for one full minute to make sure that any irregularities are identified.
- » **If the lab's ID authorization form requests the applicant's social security number**, ask the applicant for his/her complete SS number and record in the designated space on the form. If the applicant refuses to provide the information, record "refused" on the authorization form.
- » **Remember that date and time for last food/drink, including marking the box for "am" or "pm" is required on all specimens including urine-only specimens.**
- » **Midstream urine collections are now required for insurance exams.** Request insurance applicants to provide a midstream urine specimen.
  - Instruct the applicant on what a midstream urine sample collection is and how to provide it.
  - Take precaution and instruct applicants to avoid specimen contamination by not touching the inside of specimen collection cups/tubes/vials or lids.
  - Clean hands (with soap and warm water for at least 20 seconds or use alcohol-based hand sanitizer) and put gloves on both hands for the collection.
- » **As of October 1, 2009 all examiners who complete paramedical exam services while representing EMSI** (salaried, contractor, subcontractors, etc.) **must complete EMSI's on-line examiner training for exams, blood collections and EKGs.** Registration can be made through the EMSI Training and Credentialing Department, [EMSITrainingandCertification@emsinet.com](mailto:EMSITrainingandCertification@emsinet.com).
- » **Keep up the good work to help keep the flu away** by hand washing, using alcohol-based hand gel or foam and covering coughs!

Thank you for all you do to provide professional and accurate service to our valuable customers!

## Laptop Sticker

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