



**MEDPROS OF AMERICA, INC.**  
**THE COMPLETE DIAGNOSTIC IMAGING COMPLIANCE PROGRAM MANUAL**

**ADMINISTRATIVE POLICIES AND PROCEDURES**

1. ACTION PLAN
2. ANNUAL EVALUATION
3. ANNUAL OPERATING BUDGET
4. BOARD OF DIRECTORS
5. CHAIN OF COMMAND
6. CODE OF ETHICS
7. STAFF MEMBERS' AND BOARD OF DIRECTORS' RESPONSIBILITY TO THE ORGANIZATION
8. STAFF MEMBER'S AND BOARD OF DIRECTORS' RESPONSIBILITY TO THOSE SERVED AND TO THE COMMUNITY
9. COMMUNICATION OF INFORMATION
10. COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS
11. CONFLICT OF INTEREST
12. CONFLICT OF INTEREST DISCLOSURE
13. CONFLICT RESOLUTION
14. CONTRACTED SERVICES
15. CORPORATE COMPLIANCE PLAN:
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  - II. PURPOSE OF COMPLIANCE PLAN
  - III. SCOPE OF COMPLIANCE PLAN
  - IV. COMPLIANCE PLAN ELEMENTS
  - V. CODE OF CONDUCT
  - VI. CORPORATE COMPLIANCE OFFICER
  - VII. CORPORATE COMPLIANCE COMMITTEE
  - VIII. EDUCATION AND TRAINING
  - IX. COMPLIANCE COMMUNICATION
  - X. INVESTIGATIONS
- XI. MONITORING
- XII. CORRECTIVE ACTION PLANS
- XIII. SANCTIONS
- XIV. SUMMARY
16. ETHICS COMMITTEE
17. FACILITY MANAGEMENT
18. FINANCIAL INCENTIVES CLINICAL DECISION MAKING
19. FISCAL PLANNING
20. GOVERNANCE BOARD OF DIRECTORS
21. INCIDENT REPORT
22. INCIDENT REPORTS POLICY
23. MISSION POLICY
24. NON-DISCRIMINATION POLICY
25. ORGANIZATION AND STRUCTURE
26. PHILOSOPHY POLICY
27. PHYSICIAN LICENSURE VERIFICATION
28. POLICY AND PROCEDURE POLICY
29. POLICY AND PROCEDURE REVISIONS POLICY
30. PRIVACY AND CONFIDENTIALITY OF INFORMATION
31. PROBLEM SOLVING
32. PROFESSIONAL ADVISORY COMMITTEE
33. ROOT CAUSE ANALYSIS
34. SCOPE OF SERVICES
35. SENTINEL EVENTS
36. TELEMEDICINE PROGRAM

## **COMPLAINT RESOLUTION**

1. CUSTOMER COMPLAINT LOG
2. PATIENT CONCERNS AND GRIEVANCES
3. PATIENT PERCEPTION OF CARE REPORT
4. PERCEPTION OF CARE SATISFACTION SURVEY

## **MEDICAL DEVICE PROBLEM AND RECALL**

1. MEDICAL DEVICE PROBLEM AND RECALL POLICY
2. MEDICAL DEVICE RECALL NOTICE LOG
3. PRODUCT INCIDENT REPORT FORM

