CES xxx:2020 Compulsory

Ethiopian Standard

Medical Office Practice - Requirements

ICS: 71.100.40

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Foreword

This Ethiopian Standard has been prepared under the direction of the Technical Committee for Medical Science & HealthCare Facility

(TC 90) and published by Ethiopian Standards Agency (ESA).

Application of this standard is COMPULSORY with respect to health & safety. A Compulsory Ethiopian Standard shall have the same meaning, interpretation and application of a "Technical Regulation" as implied in the WTO-TBT Agreement.

Implementation of this standard shall be effective as of XX . 2021

Medical Office Practice-Requirements

1. Scope

This Ethiopian standard provides minimum requirements for the establishment and maintenance of medical office practice with respect to practices, premises, professionals and products put into use for the office practice.

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2. Normative reference

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ES xx Part 1-Health services-Terms and definitions

CES xx-Part 2- Health services –General requirements

CES xx-part 3-Health Services –Physical Infrastructure Requirements

3. Terms and Definitions

For the purpose of this standard the terms and definition in ES xx and the following definitions shall apply

3.1 Medical office practice refers to outpatient or ambulatory medical care whereby the general medical practitioner or health officer take history, performs medical examination and sends patients for investigation (laboratory and imaging service) and prescribe medications.

3.2 Group medical office practice refers to two or more same/different professionals own practice sharing common facilities and services like reception, waiting area, toilet etc.

4. General requirements

4.1 The office practice shall provide service at outpatient/ambulatory level only.

2.3. The practice shall avail updated reference materials, treatment guidelines and manuals.

2.4. Diseases under national surveillance shall be notified to the appropriate organ through the proper reporting channel.

2.5. The medical record of patients shall include, but not limited to pertinent history, physical examination, investigation, diagnosis and management.

2.7. The practice shall display the following at visible place:

(a) Indicate the practicing professional in the office (Eg. Doctor, health officer)

(b) List of services available

(c) List of professionals working in the practice

(d) Updated list of various fees and prices

2.8. Potential source of accidents shall be identified and acted upon like slippery floors, misfit in doorways and footsteps.

2.9. The number and type of technical staff shall be determined by the volume and type of work carried out

5. Specific requirements

1.1. Practice

1.1.1. The practice shall provide the following outpatient services

a. Disease preventive, health promotion and health maintenance services.

b. Provide assessment, diagnosis, follow up & referral of ambulatory patients with acute and chronic conditions

c. Medical checkup and screening

d. Consultation including healthy living, nutrition, hygiene (face to face or virtual)

1.1.2. Patient/client assessment shall include:

a. Comprehensive history

b. Physical examination including at least:

- Vital sign (BP, PR, RR, T^{o}, pain assessment) height and weight
- Clinical examination pertinent to the illness

c. Diagnostics impression

d. Other medical workups when indicated (outsourced)

1.1.3. The outpatient service shall be available depending on the professional convenience and working hours shall be posted at a visible place to the public.

1.1.4. The range of relevant treatment options and the clinical impression shall be fully described to client and/or their families and documented on patient's medical record/digital record.

1.1.5. Provide consultation service on the following maternal and child health services; preconception, family planning, antenatal care, postpartum care, infant feeding and growth monitoring.

1.1.6. Provide adolescent and youth health service.

1.1.7. The practice shall have functional referral system which includes at least:

a. List of potential referral sites with contact address (i.e., referral directory)
b. Referral forms
c. Referral tracing mechanism (linkage)
d. Feedback providing mechanism
e. Documentation of referred clients

1.1.8. The practice shall be responsible to report suspected ADR cases to the appropriate organ and all adverse medication effects shall be noted in the patient's medication record.

1.1.9. The practice shall keep documentation which shows medicines source, date of purchase and receipt, inventory records, medicines waste disposal records and other relevant information.

1.1.10. The prescription paper shall contain at least:

a. Office practice name
b. Name of patient, sex, age and medical record number, address
c. Diagnosis and allergy, if any
d. Name of the drug, strength, dosage form and total dose given and route of administration
e. Prescriber's name, qualification and signature
f. Dispenser's name, qualification and signature
g. Date dispensed

1.1.11. The office shall have its own toilet or can share with third party.

1.1.12. Infection prevention and control shall be based on the national infection prevention and control guideline.

1.1.13. Health care waste shall be managed according to health care waste management guideline.

1.1.14. Health care waste disposal can be outsourced to private health facility/institution or governmental health facility.

1.2. Professional

1.2.1. The office practice shall be directed by a licensed general medical practitioner/health officer with 0 years of experience

1.2.2. The service of the practice shall have minimum of the following staffing:

Professionals required	Minimum number required
General medical practitioner /health officer	1
Nurse (optional)	1
Receptionist (optional)	1

1.3. Product

1.3.1.The room shall have at least the following materials:

a. Vital sign and diagnostic set:

- Thermometer
- Stethoscope
- Sphygmomanometer
- Otoscopes
- Fetoscope
- Pulseoxymeter
- Reflex hammer
- Glucometer

b. Examination couch

c. Weighing scale

d. Height scale

e. Tap meter/MUAC

f. Spatula, surgical and disposable gloves, antiseptics, cotton, gauze

g. Office's furniture (table, chair, guest chair, shelf)

h. Based on the scope of practice emergency medicines (adrenaline, diazepam, glucose 40%, IV fluid, nifedipine, salbutamol and hydrocortisone).

i. Resuscitation kit (ambubag, guedl's airway)

j. Wound plaster

k. Snellen's chart

l. Safety box

m. Waste bin

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Ethiopian Standards Agency

Organization and Objectives

The Ethiopian Standards Agency (ESA) is the national standards body of Ethiopia established in 2010 based on regulation No. 193/2010.ESA is established due to the restructuring of Quality and Standards Authority of Ethiopia (QSAE) which was established in 1998.

ESA's objectives are:-

- ❖ Develop Ethiopian standards and establish a system that enable to check whether goods and services are in compliance with the required standards,
- ❖ Facilitate the country's technology transfer through the use of standards,
- ❖ Develop national standards for local products and services so as to make them competitive in the international market.

Ethiopian Standards

The Ethiopian Standards are developed by national technical committees which are composed of different stakeholders consisting of educational Institutions, research institutes, government organizations, certification, inspection, and testing organizations, regulatory bodies, consumer association etc. The requirements and/ or recommendations contained in Ethiopian Standards are consensus based that reflects the interest of the TC representatives and also of comments received from the public and other sources. Ethiopian Standards are approved by the National Standardization Council and are kept under continuous review after publication and updated regularly to take account of latest scientific and technological changes. Orders for all Ethiopian Standards, International Standard and ASTM standards, including electronic versions, should be addressed to the Documentation and Publication Team at the Head office and Branch (Liaisons) offices. A catalogue of Ethiopian Standards is also available freely and can be accessed in from our website.

International Involvement

ESA, representing Ethiopia, is a member of the International Organization for Standardization (ISO), and Codex Alimentarius Commission (CODEX). It also maintains close working relations with the international Electro-technical Commission (IEC) and American Society for Testing and Materials (ASTM).It is a founding member of the African Regional Organization for standardization (ARSO).

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