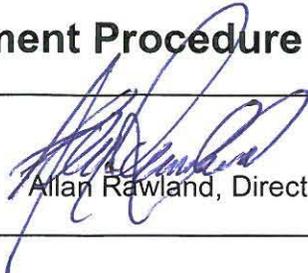


County of San Bernardino Department of Behavioral Health

Laboratory Services/Physical Assessment Procedure

Effective Date 06/01/91
Approval Date 05/16/11



Allan Rawland, Director

Purpose To provide Department of Behavioral Health (DBH) staff with a protocol to ensure clients receive appropriate laboratory services and physical assessments.

Initiating Procedure The steps below will be followed to complete laboratory services and physical assessments.

Step	Action
1	The DBH Medical Doctor (MD) may order necessary laboratory tests with appropriate documentation for clients who will receive medication support services.
2	The DBH MD will obtain from client's receiving medication support services, a signature on the Physical Assessment (Spanish) form.
3	The DBH MD will file the completed form in the client's medical record at the initial evaluation or as soon thereafter as the client's condition allows.
4	<ul style="list-style-type: none"> • The DBH MD or designated staff will complete an Authorization for Release of Protected Health Information (Spanish) form to obtain a report of physical examination and/or a copy of laboratory test results from the client's Primary Care Physician/Healthcare Provider. <p>Note: Staff will follow all policies and procedures for obtaining and sharing protected health information to maintain client confidentiality while providing quality client care and safe client outcomes.</p>
5	The DBH MD will review and initial the following information once it is received from the Primary Care Physician/Healthcare Provider: <ul style="list-style-type: none"> • Evidence of the physical examination • The lab results
6	The DBH MD will review the lab results and evidence of the physical examination and initial them.
7	Staff will file in the client's record/chart: <ul style="list-style-type: none"> • All necessary lab results • Evidence of the physical examination • Appropriate Physician documentation

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Laboratory Services/Physical Assessment Procedure, Continued

**Primary Care/
Physical
Healthcare
Provider
Assistance**

The following guidelines apply to assisting clients with locating Primary Care/Physical Healthcare Providers

Provider	Action
Medi-Cal	<ul style="list-style-type: none"> • Clients with Medi-Cal insurance may go to any medical provider accepting Medi-Cal insurance • Clients with Medi-Cal insurance may make appointments at any of the Arrowhead Family Healthcare Centers. See below.
Managed Medi-Cal	<ul style="list-style-type: none"> • Clients with Managed Medi-Cal have been assigned to specific Primary Care Providers where they must obtain their Primary Care • Clients have been provided from the Medi-Cal office with contact information for their Primary Care Provider • Clients must be assigned to an Arrowhead Family Healthcare Centers (AFHC) clinic (see below) through the Medi-Cal office <p>Note: Clients unsure of their status or whether they have been assigned to a Provider may obtain this information by calling their assigned worker at the Medi-Cal office.</p>
Medically Indigent Adult (MIA) Program	<ul style="list-style-type: none"> • Clients enrolled in the County of San Bernardino (County) MIA program are assigned to a Primary Care Clinic (PCC). • MIA clients are provided with an Eligibility Card at the time of acceptance into the program • The client's name is printed on the MIA Eligibility Card • Staff may contact, for clients who do not have the MIA Eligibility Card, the MIA Program office, located at the Arrowhead Regional Medical Center (ARMC), by calling (909) 580-1077 or (909) 580-2660, to obtain the client's assigned Primary Care Clinic information • Clients must be assigned to an AFHC clinic (see below) through the MIA Program office

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Laboratory Services/Physical Assessment Procedure, Continued

**Primary Care/
Physical
Healthcare
Provider
Assistance
(continued)**

Provider	Action
Arrowhead Family Healthcare Centers (AFHC)	<p>Arrowhead Family Healthcare Centers, which are the PCCs for ARMC are located at:</p> <p style="margin-left: 40px;">McKee Family Healthcenter 2372 N. Sterling San Bernardino, CA 92402</p> <p style="margin-left: 40px;">Fontana Family Healthcenter 16854 Ivy Avenue Fontana, CA 92335</p> <p style="margin-left: 40px;">Westside Family Healthcenter 1543 W. 8th Street San Bernardino, CA 92411</p> <p>The following criteria apply to AFHCs:</p> <ul style="list-style-type: none"> • Uninsured (Self-Pay, Un-sponsored) clients will be billed for services, as AFHC clinics are not free clinics • Appointments can be made by calling the Call Center at (909) 422-8029
Free Clinic Resources	Dial 211 to obtain the names and contact information for Free Clinics located within the community.

**Client
Intervention**

Clinic Supervisors will designate appropriate staff specific to individual clinic operations to intervene on behalf of clients demonstrating inability to complete the required tasks of completing a physical examination and obtaining laboratory results as follows:

Step	Action
1	<p>Staff will refer the client to any one of the following staff members for assistance:</p> <ul style="list-style-type: none"> • Social Worker Case Manager • Mental Health Specialist • Other designated staff member
2	<p>The assisting staff member will guide the client to complete the required tasks by:</p> <ul style="list-style-type: none"> • Identifying barriers to completing the necessary requirements • Providing assistance in overcoming the barriers

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**County of San Bernardino
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Laboratory Services/Physical Assessment Procedure,
Continued

**Client
Intervention**
(continued)

Step	Action
3	The assisting staff member will monitor the completion of the required tasks.
4	The assisting staff member will obtain the results of the diagnostic testing ordered by the DBH MD.
5	The assisting staff member will obtain evidence of completion of a physical examination in the form of the client's Primary Care/Physical Healthcare Provider's signature.
6	The assisting staff member will help the client obtain appointments necessary to continue planned treatment in the DBH Outpatient Clinic.
7	The assisting staff member will document as they occur all interventions, assistance and contacts in the client's medical record/chart.

**Monitoring
Procedure**

The DBH MD or designated nursing staff will monitor the progress of clients receiving medication support services as follows:

1. Monitor clients for the following:
 - a. Medication side effects
 - b. Response to on-going medication
2. Order appropriate laboratory tests as necessary.
3. Review and initial laboratory results prior to filing in the client's medical record/chart.
4. Document in the client's medical record/chart all assistance and interventions provided.

**Related Policy
or Procedure**

DBH Standard Practice Manual MDS2019: [Laboratory Services/Physical Assessment Policy](#)
