



Preparing for the PHAB Site Visit

PHAB Webinar Series

August 15, 2018

Questions and Answer Session

1. Our health department requires that a confidentiality agreement be signed by all staff and visitors to the building. We would need site visitors to sign the document. Will this be OK?

Yes. This is not uncommon. We are happy to sign a confidentiality policy when we visit your department if that is your policy. Also know that PHAB takes confidentiality very seriously and require that PHAB Staff and the site visitors adhere to a confidentiality policy as well.

2. Will the site visitors want to tour our satellite offices?

Typically, time does not permit touring satellite offices unless they are in very close proximity to the main location where the site visit is occurring. Locations that provide strictly clinical or personal health services do not need to be toured as these are outside of PHAB's scope of authority. When a health department has multiple sites that do offer services that are within PHAB's scope of authority, it is very helpful if the health department can prepare a brief slideshow to be presented at the entrance conference that provides pictures of the other facilities to demonstrate the measures that require visual observations. You can work with your assigned Accreditation Specialist to determine if additional sites will be visited.

3. May we invite others (such as colleagues from other health departments) to observe our site visit?

Yes. That is completely up to the health department if they want to invite or allow observers.

4. Is it OK to have note takers from our staff in the room during the interviews?

Yes, note takers are quite common and useful in capturing the conversation, particularly when there is a possibility that a measure may be reopened to request additional documentation. However, no audio or video recording of any portion of the site visit is allowed.