Access to Care and Continuity of Care (ACC)		
Standard	**Standard Text**	**Title /Policy Number**
ACC.1	Patients who may be admitted to the hospital or who seek outpatient services are screened to identify if their health care needs match the hospital's mission and resources.	(ACC) Triage NS/A&E/008
ACC.1.2	The hospital considers the clinical needs of patients and informs patients when there are waiting periods or delays for diagnostic and/or treatment services.	(ACC/AOP/ASC) Documentation of Clinical Assessment, Patient Treatment / Care Plan, Operation Record and Discharge Summary CSS/MR/019
ACC.2	The hospital has a process for admitting inpatients and for registering outpatients	(ACC) Outpatient and Inpatient Registration Procedure (Block A&B) PS/FO/001
ACC.2.3	Admission to units providing intensive or specialized services is determined by established criteria.	(ACC) Admission and Discharge Criteria in ICU/CCU - NS/ICU/CCU/001
ACC.2.3.1	Discharge from units providing intensive or specialized services is determined by established criteria.	(ACC) Admission/Transfer neonates to Nursery/NHDU/NICU and Isolation Room - NS/NUR/NICU/002
ACC.3	The hospital designs and carries out processes to provide continuity of patient care services in the hospital and coordination among health care practitioners.	(IPSG 2) Improve effective Communications - NS/GEN/049
ACC.3.1	During all phases of inpatient care, there is a qualified individual identified as responsible for the patient's care.	(SQE) Privileging for Clinical and Allied Health Staff - CE/HRPD/026
ACC.4	There is a process for the referral or discharge of patients that is based on the patient's health status and the need for continuing care or services.	(ACC) Admission, Transfer , Referral and Discharge Policy - NS/GEN//002
ACC.4.3.2	The clinical records of inpatients contain a copy of the discharge summary.	(ACC/AOP/ASC) Documentation of Clinical Assessment, Patient Treatment / Care Plan, Operation Record and Discharge Summary
ACC.4.4	The records of outpatients requiring complex care or with complex diagnoses contain profiles of the medical care and are made available to health care practitioners providing care to those patients.	(ACC/AOP/ASC) Documentation of Clinical Assessment, Patient Treatment / Care Plan, Operation Record and Discharge Summary CSS/MR/019
ACC.5.3	The transfer process is documented in the patient's record.	(ACC) Admission, Transfer , Referral and Discharge Policy - NS/GEN//002