

New Healthcare Provider Evaluation Criteria



Name of the Health Care Provider:

Address:

Emirate:

Country:

Tel #:

Fax #

Contact Person

Contact number:

PO BOX:

Email:

Type of Facility: Hospital/Clinic/Lab/Imaging Centre/Optical/Pharmacy

Type of Network access requested:

Reputation and goodwill: Any reported incidence against the facility; YES/NO

Inclusion requested and referred by:

1. HISTORICAL DATA:

1.1 Duration of practice

Upto 1 year	1-3 years	3-5 years	5-10 years	Above 10 years

1.2 Business size (Number of patients per day)

Per Hospital	<100	100-150	151-200	200-500	Above 500
Per clinic	<5 or >30	5-10	11-20	20-50	Above 50

2. SPECTRUM OF SERVICES RENDERED

2.1 Multi faculties available –Clinics

Specialties	GP + Dental	Specialist + GP	Multi-specialty + GP	Standalone specialist/ Multiple specialist w/o GP	Multi-specialty/super specialty + GP
Availability					

2.2 Multi faculties available -Hospitals

Specialties	Multiple specialist (3 or more missing)	Multiple specialist (2 or more missing)	Multiple specialist (1 or more missing) + Super specialist	Multiple specialists and super specialists services more than 2 available	Optimal multi specialist & super specialist services more than 4 available
Availability					

2.3 Oncology Services availability: YES/NO

3. WORKING HOURS:

Clinics	Normal working hours	24 hours GP service	24hour won call specialist	General minor surgery	Specialized minor surgery

4. PROVISION OF TYPE' S ACCOMMODATION AS PER ENTITLEMENT SCORE:

- Number of beds
- Types of rooms
- ICU /NICCU

5. AVAILABILITY OF ALLIED MACHINE SUPPORT

Below Average	Average	Good	Very Good	Excellent

6. AVAILABILITY OF DIAGNOSTIC CENTRE (LABORATORY / IMAGING) SERVICES

Clinics	Not available	Less than baseline	Baseline or more without pathologist	specialized lab with pathologist	specialized lab with pathologist and Radiologist
Hospitals	Less than baseline	Baseline or more without pathologist	specialized lab with pathologist	Imaging services	Nuclear Medicine services

7. INFRASTRUCTURE

Below average	Average	Good	Very Good	Excellent

8. LOCATION

8.1 Easy accessibility

Difficult	With Trouble	Easy	With Comfort

8.2 Parking facility

No near parking	Charges parking	Free parking rough area	Free parking paved area

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8.3 Area Class (Defined based on rent)

Popular area Far away	Popular area city Centre	Moderately expensive	Expensive far away	Expensive city Centre

8.4 Imperative in the neighborhood (complimentary services)

No service	One service	Two services	Three services	Four services/pharmacy

8.5 Presence of Major Customers

Yes	NO

9. LOCATION VICINITY DISTRIBUTION (PRESENCE OF ANOTHER LOCATION OFFERING SAME SERVICES WITHIN SAME EMIRATE)

Specifications	Walking distance same street	Walking distance across street	Different street same area	Different nearby area	Far area
Number of HCP's					

10. STANDARD OF SERVICES

Below average	Average	Good	Very Good	Excellent

11. FRIENDLINESS

Aggressive	Indifferent	Friendly	Welcoming	Amiable

12. BILINGUAL/MULTINATIONAL DISTRIBUTION OF PROVIDER STAFF

Yes	No

13. LEGISLATIVE REQUIREMENT

DOH	MOH	Medical Malpractice insurance	Current Accreditation by recognized bodies

14. PRICE LIST

CPT coded	Acceptable Discounts	Alignment with Regulators requirements	Frozen Pricelist for specific period

15. EVALUATION OF HCP REPUTATION

Depends on the existence of an instance of an act, which is against the interest of the company.

Standard of services to be assessed based on following points

- a) Appointment System
- b) Reception system
- c) Patient registration system
- d) Staff approach to the patient
- e) Fluency of clinic workflow procedures
- f) Fluency of application of insurance procedures
- g) Hospital information system and Medical record maintenance
- h) Compliance of insurance protocols

Verified by:

Name:

Designation:

Date:

Stamp: