

Site Visit Inspector Quick Reference Guide

This document is not a substitute for the SV Inspector Training. Please refer to the complete training available on DFlow or within the VSI app for full details and information about the program.

When to Go

Site Visits can only be conducted **Monday - Saturday during normal business hours.**

- The facility hours of operation are listed in the Job Order Details. Site Visits must be conducted in that time frame
- If hours of operation are not posted, assume normal hours of 9:00 AM to 5:00 PM
- SVs should not be conducted within 15 minutes of the opening or closing time.
- SVs CANNOT be conducted during posted lunch hours. If no lunch hours are posted, assume the hours are between 12:00 PM and 1:00 PM

When a Second Site Visit is Needed

If a second site visit is required:

- Do not delete any photos from the first visit
- Enter the date and time of the second visit at the top of the SV form
- Take all the required facility photos again and include them in the Additional Photos section
- Include detailed notes in Additional Comments in the format:

First Visit – 01/01/2022 – The facility was not open for business on the first visit. Second Visit – 01/02/2022 – The facility was open and operational during the second visit.

Second site visits are required when:

- The facility cannot be accessed on the first visit. Ex:
 - Not open for business
 - By appointment only
 - Inside a secure facility and access not granted
- The site visit form is missing information. Ex:
 - Incomplete answers
 - No photos taken
 - Photos were not uploaded properly
- The site visit form contains errors. Ex:
 - Wrong address
 - Wrong business name
 - Photos conflict with answers

Avoid a second visit by double checking all Job Order Details before submitting the report.

Dress and Equipment

Required:

SV Inspector Badge
Letter of Authorization
Mobile Device

- Fully charged
- Location settings turned on
- VSI app installed

Dressed appropriately

- Properly fitted
- Business Casual attire
- Closed-toe shoes
- Jacket and Tie (optional)



Casual attire, baseball-style or casual hats or caps, shorts, and sandals are not acceptable.

PII/PHI and Photos

Only photograph blank medical records and unused documents pertaining to patient information. If you are presented with a document containing PII/PHI, ask the provider or supplier to hide the information or ask for a blank version of the form.

Avoid capturing people or reflections of people in photographs.

In the event PII/PHI is disclosed or a device housing PII/PHI related to a site visit is lost, the Inspector must **immediately contact SVSWest@deloitte.com to report the issue.**

Site Visit Best Practices

- Fully charge your mobile device before starting
- Use a stylus to minimize data entry error
- Clean the camera lens, especially in cold weather
- Use a speed test app to check your connectivity and upload speed
- Double check the address and GPS location using a mapping service outside of the VSI app
- Check that all Job Order Details are correct (Business name, physical address)
- Check that only one facility type is marked "Yes"
- Check that all dates and times are correct and match

Required Photos

Observational Site Visit

- **Exterior of facility**—must capture the entire building from a distance so that the facility type can be determined in the photo.
- **Entrance**—must capture business signage, address, suite number, and hours of operation if available. It is acceptable to include multiple photos to clearly capture all the needed information.

Independent Diagnostic Testing Facility

- **Exterior of facility**—must capture the entire building from a distance so that the facility type can be determined in the photo.
- **Entrance**—must capture business signage, address, suite number, and hours of operation if available. It is acceptable to include multiple photos to clearly capture all the needed information.
- **Space for equipment appropriate to the services offered**
- **Facilities for hand washing**
- **Adequate patient privacy accommodations**
- **The storage of business records**
- **The storage of current medical records**
- **All diagnostic test equipment** (including an overall photo of the equipment and the serial/registration number(s) on each piece of equipment)
- **Catalog of portable diagnostic testing equipment** (if applicable)
- **Proof of liability insurance**
- **Written complaint resolution procedures and forms**
- **Posted 42 CFR § 410.33 standards**
- **Diagnostic test equipment calibration log** (including the name/type, model, and equipment calibration dates)
- **Diagnostic test equipment maintenance log** (including the name/type, model, and maintenance dates)
- **Building handicap accessibility** (including curb cutout, ramp, or lifts. Does not include handicap parking)

Required Photos

DMEPOS Observational Site Visit

- **Exterior of facility**—must capture the entire building from a distance so that the facility type can be determined in the photo.
- **Entrance**—must capture business signage, address, suite number, and hours of operation if available. It is acceptable to include multiple photos to clearly capture all the needed information.
- **Sample of DMEPOS inventory on site**—must include a clear image of durable medical equipment available on site. It may be necessary to request access to a storage area if items are not readily visible.

Detailed DMEPOS Site Visit

- **Exterior of facility**—must capture the entire building from a distance so that the facility type can be determined in the photo.
- **Entrance**—must capture business signage, address, suite number, and hours of operation if available. It is acceptable to include multiple photos to clearly capture all the needed information.
- **List of all owners and management** with day-to-day control, including name and title
- **Complaint policy/procedure**
- **Current certificate of insurance**
- **Relevant state and federal licenses**
- **Documentation regarding custom fitted or fabricated Orthotic and Prosthetic items** (if applicable)
- **ALL Inventory stored on-site**
- **Service contract with another supplier** (if applicable)
- **How the supplier furnishes contact information to beneficiaries at the time of delivery**
- If reviewed during the site visit:
 - Business liability insurance
 - Oxygen permit
 - Pharmacy license
 - State DME permit
 - Surety bond

Contact us for questions

VSI App technical trouble	1-888-503-0281, Ext. 5
NMSI Inspectors (badge numbers beginning NM) General questions, site visit assistance, payroll, scheduling	1-888-503-0281, Ext. 0 info@virtualsiteinspections.com
All other Inspectors (badge numbers beginning CS, AL, DT) General questions, site visit assistance, payroll, scheduling	1-855-633-1905 SVSWest@deloitte.com