

Site Inspection Scenario Guide

This guide is intended to provide direction for most scenarios an inspector may encounter at a facility during an **observational** site visit. **Inspectors should NOT do any online research, call the facility to announce the site visit, or otherwise contact a provider or supplier outside of these directions.** (The sole exception is to discretely verify the hours of operation before conducting the site visit.)

This guide is for internal use only. Do not share with providers, suppliers, or any individuals not affiliated with the SVS West Site Inspections project.

Facility Status	Scenario	Inspector Instructions
The facility is open for business	Business signage matches the name in the job order.	Take all required photos, conduct the site visit, and complete and submit the report as normal.
	Business signage indicates a similar business with a different name (e.g., the job order lists ABC Physical Therapy, but business signage is for XYZ Physical Therapy).	Enter the facility and ask an employee if the two businesses are related. Record their first and last name and position and the response they provided in Additional Comments. Take all required photos and complete and submit the report as normal.
	The address in the job order is slightly incorrect, but the correct facility is clearly visible very nearby (e.g., the suite number is different but within the same building, business signage is visible across the street).	Photograph the original, incorrect address proving that it is incorrect. Go to the correct address, take all of the required photos, and note the address difference in Additional Comments. Complete and submit the report as normal.
The facility is NOT open for business	The address in the job order is for a PO Box or Commercial mailbox. PO Box is within a USPS post office. Commercial mailbox is a facility used ONLY for mail delivery, typically UPS Store or similar.	Take all required photos clearly indicating the facility type, mark all questions "No," and enter clear notes in Additional Comments. Complete and submit the report as normal.
	Business signage indicates a similar business with a different name (e.g., the job order lists ABC Physical Therapy, but business signage is for XYZ Physical Therapy).	Take all required photos including the business sign. Enter clear notes in Additional Comments explaining what was found at the facility on the first attempt. Save the report but do not submit. Return for a second attempt during the posted hours or during regular business hours. If the facility is open, enter and ask an employee if the two businesses are related. Record their first and last name and position and the response they provided in Additional Comments. Complete and submit the report as normal. If the facility is still closed, mark all questions "No," enter clear notes in Additional Comments, and complete and submit the report as normal.

	Upon arrival to the address in the job order, a sign is posted that the provider or supplier has moved.	Take all of the required photographs as well as the "we have moved" sign. If the address is within 20 miles, go to the new address and conduct the site visit. Enter the new address information in Additional Comments. Complete and submit the report as normal. If the new address is more than 20 miles away, mark all questions "No," and enter clear notes in Additional Comments. Complete and submit the report as normal.
	Upon arrival to the address in the job order, alternative business hours are posted.	Take all of the required photographs as well as the posted hours of operation sign. Return to conduct a second attempt during the posted hours. Enter clear notes about the hours of operation and what was observed on both site visit attempts in Additional Comments. Complete and submit the report as normal.
	Upon arrival to the address in the job order, the facility is vacant, under construction/renovation, or a for sale/lease sign is posted.	Take all of the required photos. Ensure the photos clearly show that the facility is not operational and include any pertinent signage, construction equipment, empty rooms, etc. Mark all site visit questions "No," enter clear notes in Additional Comments, and complete and submit the report as normal. A second visit is not required.
	Upon arrival to the address in the job order, the address appears correct, but the facility is not open for business.	Take all of the required photos. Enter clear notes in Additional Comments explaining what was found at the facility on the first attempt including how it was determined the facility was not open. Save the report but do not submit. Return on another day during regular business hours for a second attempt. If the facility is open on the second attempt, enter clear notes in Additional Comments and complete and submit the report as normal. If the facility is not open on the second attempt, mark all site visit questions "No," enter clear notes in Additional Comments, and complete and submit the report as normal.

	Upon arrival to the address in the job order, a completely different business is found (e.g., the job order lists Main Street Eye Doctor, but the business at the address is Happy Time Florist).	Take all required photos, mark all site visit questions "No," and enter clear notes in Additional Comments. Complete and submit the report as normal. A second visit is not required.
	Upon arrival to the address in the job order, the facility appears to be a private residence. This does not apply to buildings repurposed into commercial space that are zoned for business.	Do not approach the facility. Do not contact the provider/supplier regardless of instructions in Special Requests. Take photos of the exterior of the facility and proof of address from a distance of at least the street. Mark all site visit questions "No," and enter clear notes in Additional Comments. Complete and submit the report as normal.
	Upon arrival to the address in the job order, a sign is posted stating that the facility is open by appointment only.	Take all required photos including the posted sign. Call the phone number listed in the job order and discretely explain the purpose of the visit. Request a window of time that someone will be available at the facility to conduct the site visit. Do not schedule a specific appointment time to return. Enter clear notes containing the date, time, phone number called, and name/position of the person spoken to. Save but do not submit the report. Return for a second attempt during a time that the provider or supplier indicated someone would be available. Enter clear notes in Additional Comments and complete and submit the report as normal.
	Upon arrival to the address in the job order, a sign is posted stating that access is restricted due to COVID.	Take all required photos including the posted sign. Call the phone number listed in the job order, discretely explain the purpose of the visit, and request access. If access is granted, enter clear notes in Additional Comments and conduct the SV as normal. If access is denied, enter clear notes in Additional Comments, save but do not submit the report, and call the Help Desk for further instructions.

	Upon arrival to the address in the job order, a sign is posted stating that the facility only operates via telehealth or all associates work remotely due to COVID.	Take all required photos including the posted sign. Call the phone number listed in the job order, discretely explain the purpose of the visit, and ask if the facility is used for patient services. If the facility is used for patient service and access is granted, enter clear notes containing the date, time, phone number called, and name/position of the person spoken to in Additional Comments and conduct the SV as normal. If the facility is not used for patient services (closed, no employee or patient activity), enter clear notes in Additional Comments, and complete and submit the report as normal. As with appointment-only facilities, a second visit may need to be arranged. See above for directions.
	Upon arrival to the address in the job order, or as determined by the job order details, the facility is an emergency services hub (fire station, ambulance station, helipad, etc.).	If determined by the job order details, call ahead to identify a window of time that someone will be present at the facility. Take all required photos including the business sign. Enter clear notes in Additional Comments explaining who you spoke with on the phone including date and time and what was found at the facility on the first attempt. If no one is present at the facility on the first visit, take all required photos including the business sign. Enter clear notes in Additional Comments explaining what was found at the facility on the first attempt. Call the phone number in the job order details to identify a window of time that someone will be present at the facility. Return for a second attempt during a time that the provider or supplier indicated someone would be available. Enter clear notes in Additional Comments and complete and submit the report as normal.

	Upon arrival to the address in the job order, the facility is a co-working space (WeWork, etc.) that is shared among various subscribers but does not designate specific office space and may also be used for mail service.	Take all of the required photos including signage proving the facility is a shared office. If the provider in question is not present at the facility at the time of the site visit AND a representative from the co-working facility states that the provider/supplier uses the facility for mail only, call the phone number listed in the job order and state that you were conducting a site visit at that address and confirm it is for mail only. Wait at least 24 hours for a return call if necessary. Do not return for a second visit. Do not schedule a specific appointment time to return. Enter clear notes containing the date, time, phone number called, and name/position of the person spoken to into Additional Comments and complete and submit the report as normal. If the provider/supplier is not present at the facility at the time of the site visit but is not identified as “mail only,” call the phone number listed in the job order and state that you were conducting a site visit at that address. Wait at least 24 hours for a return call if necessary. If the provider/supplier states that they work from the facility, return for a second attempt during a time that the provider or supplier indicated someone would be available. Do not return for a second visit unless specifically requested by the provider/supplier. If no patient services (telehealth) are performed at the shared office space, the facility should be marked not operational. Enter clear notes in Additional Comments and complete and submit the report as normal.
Can't find the facility	Upon arrival to the address in the job order, the exact location cannot be found (e.g., suite number is not listed on the directory, entrance is not easily visible.)	Take all required photos including any applicable signage. Call the phone number listed in the job order, state your location, and request directions to the facility. If the facility is located reasonably nearby, enter clear notes containing the date, time, phone number called, and name/position of the person spoken to in Additional Comments, and complete and submit the report as normal. If the facility cannot be located because the address is incorrect, enter clear notes in Additional Comments, mark all site visit questions "No," and complete and submit the report as normal.

	Upon arrival to the address in the job order, the facility is a vacant lot, open field, or other non-building site.	Verify that the GPS application did not correct or modify the address. Verify that the address is typed exactly as shown in the job order details including directional indicators (East, Southwest, etc.). If the address is correct, take photos of the space including any nearby landmarks that may show the location of the space (address or mile marker, nearby businesses, cross streets, etc.) For Facility Type, select "Other" and note what was found. Mark all other answers "No," enter clear notes in Additional Comments, and complete and submit the report as normal.
	Upon arrival to the address in the job order, the facility is a large office building, strip mall, etc., but a suite or unit number is not included in the address.	Look for a building directory or sign that specifies the suite or unit number. Take all required photos including any applicable signage. If a directory or sign is not available, call the phone number listed in the job order and request further clarification. Enter clear notes containing the date, time, phone number called, and name/position of the person spoken to in Additional Comments. Go to the suite or unit listed on the directory or provided over the phone. Take all applicable photos including the suite or unit number, enter clear notes in Additional Comments, and complete and submit the report as normal. If the suite or unit cannot be located OR if the provider states over the phone that the address is incorrect, take all required photos, mark all site visit questions "No," enter clear notes in Additional Comments, and complete and submit the report as normal.

The facility is in a secure location	Upon arrival to the address in the job order, the facility is located within a secure facility (e.g., gated community, office building with reception personnel, security code required).	Take all required photos including any applicable signage. Call the phone number listed in the job order and discretely explain that you need access to the facility. It is acceptable to explain the purpose of the visit. If access is granted, enter clear notes containing the date, time, phone number called, and name/position of the person spoken to in Additional Comments and complete and submit the report as normal. If access is denied, enter clear notes in Additional Comments. Save but do not submit the report. Contact the Help Desk for further instructions.
Can't find the address	Using GPS navigation, the address in the job order maps to a general area but not the exact address (e.g., stops in an intersection, pin drops in the middle of the street).	Look around the area for address markers on buildings or street signs. Navigate to where the exact address should most logically be located (e.g., adjacent to the next chronological address, within the block listed on the cross-street signs). If the facility is located, take all required photos, enter clear notes in Additional Comments, and complete and submit the report as normal. If the facility cannot be located, photograph the applicable street signs, landmarks, or adjacent address markers to clearly show that the facility is not located at that address. Mark all questions "No," enter clear notes in Additional Comments stating exactly how the address was determined, and complete and submit the report as normal.
	Using GPS navigation, the address in the job order automatically corrects to an alternate address or new address for the facility.	Attempt to locate the address in the job order using a different mapping app. Do not attempt the site visit at any address other than the one listed in the job order. Call the Help Desk for further instructions.
	Using GPS navigation, the address does not populate, the address is missing key details, or the address is not clear.	Do not attempt the site visit. Call the Help Desk for further instructions.