

## NCQA Patient Centered Medical Home

### Standard 1: Element A

10. Menu 5	<b>Providing an interactive practice Web site</b>	
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### Standard 2: Element A

1. Core 7	<b>Name</b>	
2. Core 7	<b>Date of birth</b>	
3. Core 7	<b>Gender</b>	
4. Core 7	<b>Marital status</b>	
5. Core 7	<b>Language preference</b>	
6. Core 7	<b>Voluntarily self-identified race/ethnicity</b>	
7. Core 7	<b>Address</b>	
8. Core 7	<b>Telephone (primary contact number)</b>	
9. Core 7	<b>E-mail address (or "none" for patients)</b>	
12. Core 7	<b>Emergency contact information</b>	
13. Core 6 and Menu 3	<b>Current and past diagnoses</b>	
16. Core 7	<b>Legal guardian</b>	
17. Core 7	<b>Health insurance coverage</b>	

### Standard 2: Element B

1. Menu 9, Core 13 alt	<b>Status of age-appropriate preventive services (immunizations, screenings, counseling)</b>	
2. Core 3	<b>Allergies and adverse reactions</b>	
3. Core 13	<b>Blood pressure</b>	
4. Core 13	<b>Height</b>	
5. Core 13	<b>Weight</b>	
6. Core 13	<b>Body mass index (BMI) calculated</b>	
11. Core 13 alt	<b>Head circumference for patients 2 years or younger</b>	

### Standard 2: Element F

1. Menu 3	Patients needing pre-visit planning (obtaining tests prior to visit, etc.)	
2. Menu 3	Patients needing clinician review or action	
3. Menu 3	Patients on a particular medication	
4. Menu 4	Patients needing reminders for preventive care	
5. Menu 4	Patients needing reminders for specific tests	
6. Menu 4	Patients needing reminders for follow-up visits such as for a chronic condition	
7. Menu 3	Patients who might benefit from care management support.	

### Standard 3: Element B

1. Menu 4	Age-appropriate screening tests	
2. Menu 9	Age-appropriate immunizations (e.g., influenza, pediatric)	
3. Menu 6	Age-appropriate risk assessments (e.g., smoking, diet, depression)	
4. Core 13	Counseling (e.g., smoking cessation).	

### Standard 3: Element C

3. Menu 6	Nonphysician staff educate patients/families about managing conditions	
4. Menu 6	Nonphysician staff coordinate care with external disease management or case management organizations.	

### Standard 3: Element E

1. Core 12	Identifies patients who receive care in facilities	
2. Core 12	Systematically sends clinical information to the facilities with patients as soon as possible	

3. Core 12	Reviews information from facilities (discharge summary or ongoing updates) to determine patients who require proactive contact outside of patient-initiated visits or who are at risk for adverse outcomes	K0001 K0002
8. Core 12	Communicates with case managers for patients receiving ongoing disease management or high risk case management	K0001 K0002

**Standard 4: Element B**

<p>1. Assesses patient/family preferences, readiness to change and self-management abilities</p> <p>2. Provides educational resources in the language or medium that the patient/family understands</p> <p>3. Provides self-monitoring tools or personal health record, or works with patients' self-monitoring tools or health record, for patients/families to record results in the home setting where applicable</p> <p>4. Provides or connects patients/families to self-management support programs</p> <p>5. Provides or connects patients/families to classes taught by qualified instructors</p> <p>6. Provides or connects patients/families to other self-management resources where needed</p> <p>Menu 6</p>
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**Standard 5: Element A**

<p>1. Electronic prescription writer—stand-alone system (general) with either print capability at the office or ability to send fax or electronic message to pharmacy</p> <p>2. Electronic prescription writer that is linked to patient-specific demographic and clinical information.</p> <p>Core 1 and 2</p>
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**Standard 5: Element B**

1. Drug-drug interactions based on general information
  2. Drug-drug interactions specific to drugs the patient takes
  3. Drug-disease interactions based on general information
  4. Drug-disease interactions specific to diseases the patient has
  5. Drug-allergy alerts based on general information
  6. Drug-allergy alerts specific to the patient
  7. Drug-patient history alerts based on general information
  8. Appropriate dosing based on general information
  9. Appropriate dosing calculated for the patient
  10. Therapeutic monitoring associated with specific drug utilization based on general information (drug-lab alerts)
  11. Duplication of drugs in a therapeutic class based on general information
  12. Duplication of drugs in a therapeutic class specific to the patient
  13. Drugs to be avoided in the elderly based on general information
  14. Drugs to be avoided in the elderly based on age of the patient
  15. Patient-appropriate medication information.
- Core 3 and Core 4**

**Standard 6: Element A**

3. Flags abnormal test results, bringing them to a clinician's attention
  5. Follows-up with inpatient facility on hearing screening and metabolic screening to get results
- Menu 10

**Standard 6: Element B**

1. Core 1	Order lab tests	
2. Core 1	Order imaging tests	
3. Core 1	Retrieve lab results directly from source	
4. Core 1	Retrieve imaging text reports directly from source	
5. Core 1	Retrieve images directly from the source	
6. Core 12	Route and manage current and historical test results to appropriate clinical personnel for review, filtering and comparison	
7. Core 1	Flag duplicate tests ordered	
8. Core 1	Generate alerts for appropriateness of tests ordered.	

**Standard 7: Element A**

1. Core 12	Origination	
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2. Core 12	Clinical details	
3. Core 12	Tracking status	
4. Core 12	Administrative details.	

**Standard 8: Element A**

1. Core 14	Clinical process (e.g., percentage of women 50+ with mammograms or childhood vaccination rates)	
2. Core 14	Clinical outcomes (e.g., HbA1c levels for diabetics)	
4. Core 14	Patient safety issues (e.g., medication errors).	

**Standard 8: Element E**

The practice produces reports on its performance using nationally approved clinical performance measures.  
Menu 10

**Standard 8: Element F**

The practice electronically reports results on nationally approved measures to the public sector, health plans or others.  
Menu 10

**Standard 9: Element A**

3. Menu 5	Request test results	
5. Menu 5	See elements of their medical record	
6. Menu 5	Import elements of their medical record into a personal health record.	

**Standard 9: Element B**

1. Menu 3	Patients needing clinical review or action	
2. Menu 3	Patients on a particular medication	

3. Menu 4	Patients needing preventive care	
4. Menu 3	Patients needing specific tests	
5. Menu 4	Patients needing follow up visits	
6. Menu 6	Patients who might benefit from disease or case management support.	

**Standard 9: Element C**

1. Core 12	To communicate with disease or case managers about patient needs	
2. Menu 6	Web-based educational modules for patient self-management.	