

IAC Provides New Standards and Resources to Help Clarify Policy Requirements

MAY 2012 | To clarify two existing questions within the IAC Online Accreditation application, corresponding standards related to required policies for

- **Primary Source Verification (Standard 1.6 within Section 1: Personnel and Supervision), and**
- **Patient and Other Customer Complaints (Standard 4.3 within Section 4: Laboratory Safety and Patient Confidentiality)**

HELPFUL RESOURCES RELATED TO THESE NEW STANDARDS

To assist your facility with meeting these IAC accreditation requirements, samples of the following policies:

- **Primary Source Verification**
PURPOSE: To confirm that all personnel are qualified and properly credentialed. This policy establishes a process for verifying credentials of all medical and technical staff directly from the organizations that originally conferred or issued the credential or certification to the practitioner.
- **Patient and Other Customer Complaints**
PURPOSE: To establish a process for addressing patient or other customer complaints and/or comments regarding their experience with the laboratory. Complaints and comments are taken seriously and will be subject to the procedure.

are published within the Helpful Resources section (www.intersocietal.org/echo/seeking/sample_documents.htm) of the IAC Echocardiography website for download and customization by your facility.