

## 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 A1.8 within Section A1: Personnel and Supervision*), and
- **Patient and Other Customer Complaints** (*Standard B5.14 within Section B5: Administrative and Other Protocols*) are now part of the IAC Standards for Nuclear/PET Accreditation.

### 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/nuclear/seeking/sample\\_documents.htm](http://www.intersocietal.org/nuclear/seeking/sample_documents.htm)) of the IAC Nuclear/PET website for download and customization by your facility.