

## Most Common Findings During SBHC Verification Site Visits

- A lack of signage directing students and visitors to SBHCs location
- Missing exit and emergency exit signage
- Missing policies and procedures
- Missing signatures on policies and procedures
- Policies and procedures that are not inclusive of all SBHC partners (e.g., school, medical sponsor, etc.)
- Lack of evidence of medical director involvement
- Patient confidentiality concerns
- Suppression of EOB/billing issues
- Not meeting SPO annual key performance measure requirements
- Not meeting SPO patient satisfaction survey requirements