



Commonwealth of Massachusetts  
Department of Public Health

Helping People Lead Healthy Lives In Healthy Communities

# Massachusetts Department of Public Health

“The mission of the Massachusetts Department of Public Health is to prevent illness, injury, and premature death, to assure access to high quality public health and health care services, and to promote wellness and health equity for all people in the Commonwealth.”



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Department of Public Health**

**Limited Services Clinics**

Associate Commissioner Madeleine Biondolillo

14 May 2014

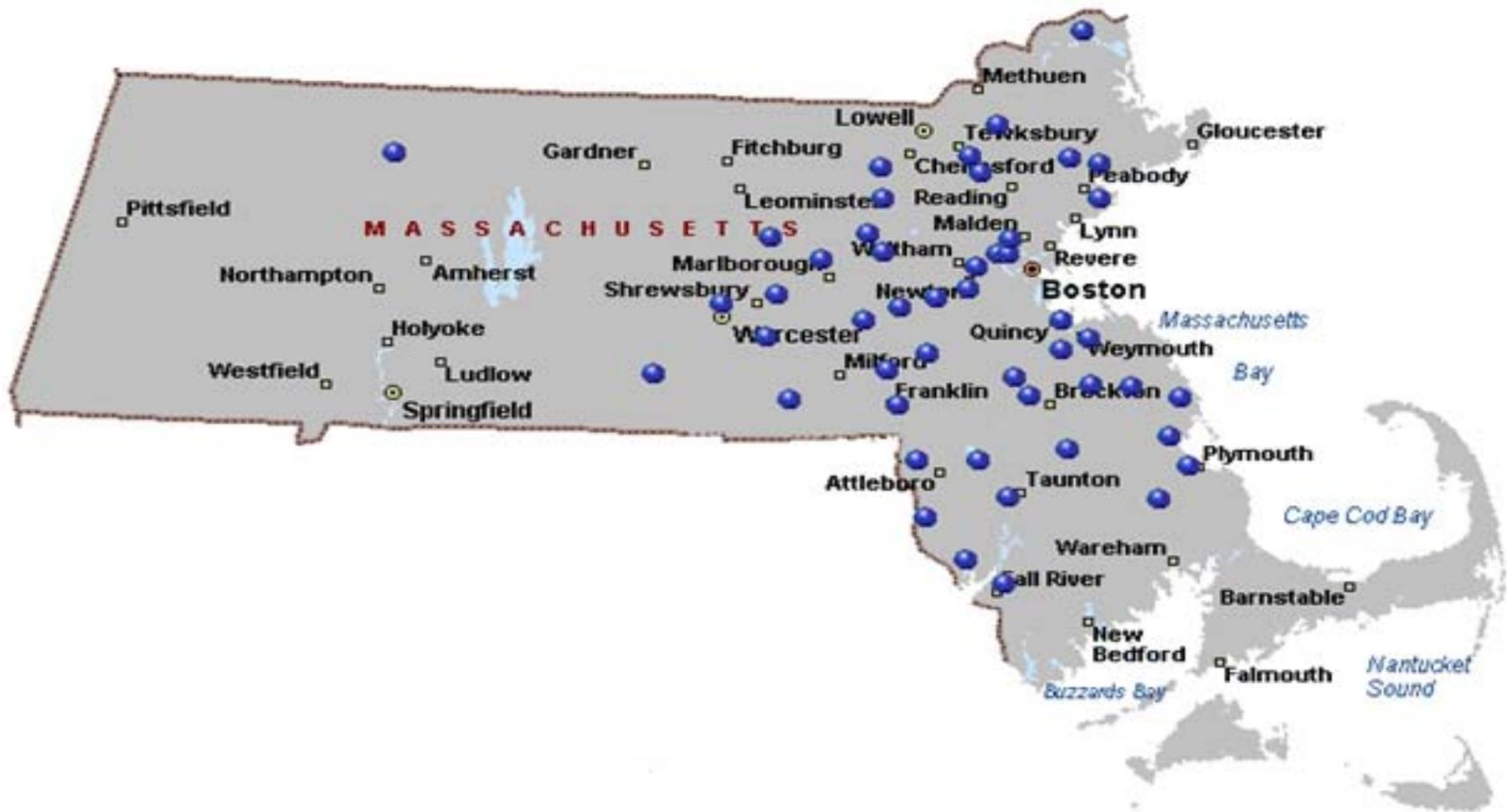
# Limited Services Clinics Overview

- Limited Services Clinics (LSC) provide diagnosis, treatment, management of acute and chronic disease, wellness and preventive services of a nature that are provided within the scope of the practice of a nurse practitioner (NP).
- In 2008, promulgated regulations allowed for LSCs to provide a prescribed set of preidentified diagnostic and treatment services. In 2013, promulgated regulations allowed for provision of increased services within the full scope of practice of the NP.
- PHC has requested an update of the status of the LSCs.

# Limited Services Clinics Overview

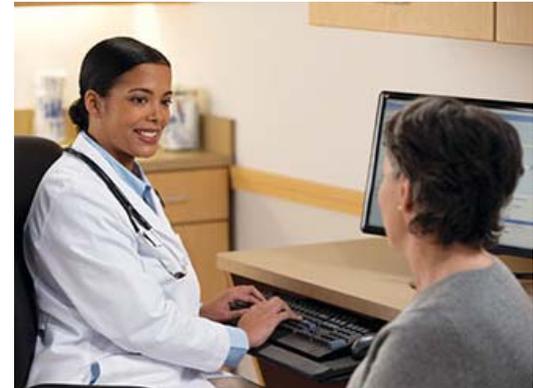
- In September 2008, MinuteClinic, the sole provider of Limited Services Clinics to date, opened the parent clinic in Medway.
- As of May 2014, 53 MinuteClinic locations have passed DPH survey. 49 of these clinics are open and providing services.
- Most insurances, including MassHealth, pay for services in Limited Services Clinics.
- MinuteClinic is Joint Commission certified and ADA compliant.

# MinuteClinic Locations in Massachusetts



# Top Ten Diagnoses/Treatments for Patients Seen at Massachusetts MinuteClinics in 2013 (Data provided by MinuteClinic)

1. Flu vaccination
2. Acute pharyngitis
3. Acute sinusitis
4. PPD testing for tuberculosis exposure
5. Acute bronchitis
6. Acute nasopharyngitis (common cold)
7. Conjunctivitis
8. Acute upper respiratory infection
9. Unspecified otitis media
10. DTaP vaccination



## Patient visits completed at MinuteClinics in Massachusetts (Data provided by MinuteClinic)

- MinuteClinic patient visit totals for the last three years:

2011:	146,897
2012:	173,740
2013:	191,638
- 50% of MA patients seen evenings & weekends.

# Limited Service Clinics Overview

- Questions/Concerns:
  - Hours of operations for clinics
  - Prescriptions for antibiotics for viral diagnoses
  - When new locations are going to open

# Limited Service Clinics Overview (cont.)

## Complaints:

- In 2009, an Emergency Room physician filed a complaint because a patient was diagnosed with an arrhythmia and was not evaluated appropriately at the MinuteClinic. An investigation was completed and a deficiency written for not properly following provider referral policies.
- In 2011, there was a complaint filed by a consumer that the staff was not on time. An investigation indicated that the NP was ill and policies were followed and the on call NP arrived within a short time.
- Policy and record reviews during survey demonstrate that the NPs are following the practice guidelines and facility policies.