

ORTHOTICS AND PROSTHETICS RISK MANAGEMENT CHECKLIST



Risk Management is the process of analyzing your operation, identifying any exposures and implementing controls and techniques to mitigate these exposures. This process is essential to your business insurance but more importantly, to your business in general. From an insurance perspective, the presence of a high quality risk management process will result in a much lower possibility and probability of loss. However, from a business perspective, having risk management controls in place will result in an operation that maintains the highest standards of performance and ethics. Managing a high quality operation will result in greater production and longevity in the marketplace.

The following checklist can be used and enhanced, as needed, as part of your risk management process. Following these guidelines will assist you in managing a high quality operation for many years to come.

PRE-EMPLOYMENT PROCESS

When hiring new employees or contractors, have you considered the necessary skill set and temperament needed to perform your agency's services? Yes No

Have you performed background checks, including criminal, on each of your new hires? Yes No

Have you contacted each potential employee's or contractor's references? Yes No

OPERATIONS/PRODUCTS

Design

For newly designed products, do you have a formal testing process to ensure positive results before putting into production? Yes No

Fitting

Do you require a doctor's referral from all clients? Yes No

Do you obtain client's signoff that product fits properly and is not causing any discomfort? Yes No

Manufacturing

Do you have a formal quality control/inspection process in place for ALL products manufactured by your facility? Yes No

Follow up

Do you have a formal follow-up process in place to periodically check with clients on their product and the current status of the fitting of that product? Yes No

Do you have a formal disclosure/waiver in place to advise the client that you are not responsible for any improper fit or resulting injury that may occur due to changes in their person over time? Yes No

Do you have the client sign off on ANY instructions or information communicated to the them? Yes No

DELIVERY SERVICES

Have you ordered and reviewed MVRs for all employees and contractors using their personal vehicles when providing services on your behalf? Yes No

Have you required that employees and contractors that provide services on your behalf maintain their own auto insurance at limits of \$100k or higher if using their own vehicle? Yes No

Have you *maintained* current records of MVRs and insurance for each employee and contractor? Yes No

INCIDENT REPORTING

Have all employees been trained on proper procedures when reporting incidents? Yes No

Have all employees been instructed to report ANY visual observations about clients' health or well-being? Yes No

EMERGENCY PROCEDURE

Have you developed a procedure for emergency situations while providing services to clients? Yes No

Have all employees been trained on proper procedure in emergency situations? Yes No