

OHSC Compliance Summary

This summary provides a **comprehensive overview** of the regulatory requirements for general practices in South Africa, based on the **OHSC (Office of Health Standards Compliance)** inspection framework. It highlights **essential compliance areas**, from administration and clinical care to infection control and waste management — **no overwhelming paperwork**, just clear guidance to help your practice meet OHSC inspection standards.

Regulatory General Practice Compliance Summary (v1.1)

Based on:

- **Administration and Practice Management**
Regulatory General Practice Inspection Tool v1.1
- **Clinical Care and Support**
Regulatory General Practice Inspection Tool v1.1

1. Administration & Practice Management Compliance Overview

1.1 User Rights

Your practice must:

- Provide clear information on available healthcare services and access procedures.
- Have a **Complaints, Compliments, and Suggestions SOP (Standard Operating Procedure)**, including:
 - How users can submit complaints.
 - What information is collected.
 - The investigation and redress process.
 - Logging and communicating resolutions within 12 months.
- Maintain a **complaints register** with full details (name, reference, date, summary).
- Inform users of the **complaints resolution outcome** (e.g., email or letter).

1.2 Access to Care

- Have a **triage or prioritisation system** to identify and manage urgent cases (life-threatening, frail, infants, acutely unwell).
- SOP must include prioritisation procedure and communication method (e.g., waitingroom notice).

1.3 Clinical Governance & Clinical Care

- **Health Records SOP:** must address filing, confidentiality, retention, access, release, archiving, and disposal — aligned with the **HPCSA Booklet 9, National Health Act, and POPIA**.
- **Staff Training:** all personnel handling records must receive training or orientation annually.

- **Archiving & Disposal:** maintain registers and certificates in line with HPCSA retention guidelines.
- **Informed Consent SOP:** outline procedure, required information, legal standing, and emergency consent processes (HPCSA Booklet 4).
- **Safe Injection & Surgical SOPs:** must detail aseptic technique, sterilisation, sharps management, documentation, and infection control.
- **Research SOPs:** if applicable, ensure ethical approval, consent forms, and insurance disclosure.

1.4 Infection Prevention & Control

- Maintain sufficient linen and ensure clean/dirty segregation.
- Train staff on infection control (standard precautions, transmission-based precautions).
- Have SOPs for decontamination, testing of sterilisation equipment, pest control, and remedial actions for breaches.
- Maintain valid **service level agreements (SLAs)** for outsourced decontamination or pest control.

1.5 Waste Management

- Have a **Waste Management SOP** including segregation, handling, storage, collection, and disposal.
- Keep a valid SLA for waste removal, monitor compliance, and record corrective actions.

1.6 Adverse Events

- Have a system and SOP for reporting adverse drug reactions and other adverse events.
- Reports must be submitted to appropriate authorities and documented internally.

2. Clinical Care & Support Compliance Overview

2.1 User Information & Access

Display visible information on:

- Services provided.
- Operating hours.
- Complaints procedure.
- Indicative pricing.
- Results of user experience surveys.

Maintain visible **emergency contact details** (GP, after-hours, EMS).

Keep copies of **referral letters** for all external referrals, including reason, summary, and receiving provider details.

2.2 Health Record Management

- All user records must include:
 - Name, ID or DOB, contact details, next of kin, and unique patient number.
 - Date/time of visit, allergies, assessments, management plan, prescribed meds, investigations, referrals, and follow-up plan.

- Doctor's signature and permanent ink (no correction fluid).
- POPIA notice must be displayed.
- Secure all paper and digital records (passwords, lockable cabinets).
- Diagnostic results must be available, reviewed, communicated to the patient, and acted upon.

2.3 Informed Consent

- Every surgical or invasive procedure must have a correctly completed, signed consent form including:
 - Patient details, nature of procedure, date, signatures of both patient and provider.

2.4 Clinical Management & Emergency Preparedness

- Clinical guidelines (HIV, TB, NCDs, Maternity, Child Health) must be available in consulting rooms.
- Emergency trolley/bag must contain required **equipment, drugs, and consumables** — all functional and in date.
- Emergency equipment checks must be documented monthly.
- Practice must display **resuscitation protocols** and maintain cleanliness and infection control standards.

2.5 Infection Prevention & Control

- **Each service area must have:**
 - Working handwash basins, soap dispensers, paper towels, general waste bins.
 - Alcohol-based hand rub and laminated hand-hygiene posters.
 - Designated clean and dirty linen storage.
- Staff must be familiar with prophylactic immunisations for high-risk exposure and decontamination procedures.

3. Self-Assessment Compliance Checklist

Use this checklist to evaluate your own general practice readiness before inspection:

Domain	Requirement
User Rights	SOP for complaints management (includes reporting, investigation, redress) Complaints register maintained and up-to-date Patients informed of complaint resolutions Services, hours, pricing, and complaints info visibly displayed
Access to Care	Triage procedure in place and displayed Emergency contacts displayed
Health Records	Records SOP includes filing, retention, confidentiality Staff trained on records management

Domain	Requirement
Informed Consent	POPIA notice displayed
	Secure storage for physical and electronic records
	Consent SOP includes information, legal standing, review
Clinical Management	Signed consent forms on file for all surgical procedures
	Current national clinical guidelines accessible
	Emergency trolley/bag checked monthly
Infection Control	Stock of emergency drugs and equipment (valid, unexpired)
	Handwashing stations functional in all areas
	Hand hygiene posters displayed
	Clean and dirty linen storage areas identified
	Infection prevention training records available
	Decontamination SOP and records of staff training
Waste Management	Pest control and waste management SLAs valid
	Waste segregation and disposal SOP implemented
	Compliance monitoring and remedial actions documented
Adverse Events	SOP for adverse drug reaction reporting
	Evidence of reporting and review

Elle Health Pty (Ltd) Regulatory Compliance Statement

- Elle Health complies with all applicable clauses of the Regulatory General Practice Inspection Tools v1.1 that relate to data confidentiality, record management, and administrative integrity.
- Our platform adheres to the Protection of Personal Information Act (POPIA), HPCSA ethical standards for record confidentiality, and maintains documented SOPs for complaints management, data retention, and information security.
- Clinical, environmental, and infection control standards under the regulatory tools are not applicable to our operations as a non-clinical, digital service provider.