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| **Figure 3.24** | **Instructions for Receipt of APP Application** |
| **Initial applicant verification process**  The verification process for advanced practice professionals (APP) mimics the process for members of the medical staff in principle and within the designated time frames. See [Policy # ] for [Hospital]’s general instructions, principles, and time frames for verification of applicants.  **Instructions for receipt of application**  Upon receipt of an application from an APP, the medical staff services department will do the following:  » Document the date the application was received  » Indicate whether the application was complete or specify what was missing  » Enter data into the credentialing software system  » Create an electronic individual credentials file  » Evaluate the application to determine whether the applicant meets the criteria/qualifications required for the category and privileges requested  **Evaluation of application**  Complete the APP Application Evaluation Form or equivalent checklist as follows:  » Answer all questions on the form  » Complete the Comments/Explanations section when clarification is necessary or when you have a question  » A complete form is defined as follows:  › All blanks are filled or “N/A” inserted where applicable  › All information requested on the form is provided  › The form is dated and signed  If the applicant is considered to meet the basic qualifications and the application is considered complete, continue the application process by doing the following:  » Update the credentials software system  » File all forms in the practitioner’s credentials file  » Send a letter to applicant regarding findings  » Begin verification  If the applicant does not appear to meet criteria, refer the application and the credentials file to the vice presi- dent of medical affairs, if applicable, or the credentials committee chair for review and evaluation.  If it is determined the application is complete, the medical staff reviewer will do the following:  » Document findings and reasons  » Refer the file to the medical staff services department to begin verification | |

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| **Figure 3.24** | **Instructions for Receipt of APP Application (cont.)** |
| If it is determined the application is incomplete, the medical staff reviewer will do the following:  » Document findings and reasons  » Notify the applicant in writing, specifying the deficiencies in the application  » Request additional information/clarification  The hospital is obliged to process all applications received within [xx] days, as outlined in the [Hospital] bylaws, unless the applicant has been informed that additional information is required. All documentation, including notification of an incomplete application and any follow-up on the part of the hospital, must be doc- umented in writing and placed in the applicant’s file.  The hospital must promptly notify the applicant when more information or clarification is needed before an application can be processed. This request should be made in writing and sent via certified mail. The letter should specify the information needed and the time frame within which the information is to be submitted. The letter should also inform the applicant that the lack of a response to the request within the specified time frame will result in the voluntary withdrawal of the application.  The medical staff services department must then do the following:  » File copies of all correspondence in the credentials file  » Log information sent and received in the file, or in the credentials software system  » Track the time frames for receipt of the information  » Withdraw the application from processing if no response is provided within the specified time frame  » Send notification to the applicant regarding receipt or nonreceipt and designation of the application as incomplete, with no further action to be taken | |