Practice Culture and Patient Centeredness (PC), v3.0
PC 1: Staff Training Requirements
PC 2: Effective Practice Workflow
PC 3: Patient Empowerment and Engagement
PC 4: Health Literacy
PC 5: Patient Rights and Responsibilities

Electronic Capabilities (EC), v3.0
EC 1: Patient Registry
EC 2: Electronic Prescribing

Access to Healthcare Services (AHS), v3.0
AHS 1: Access to Healthcare Services
AHS 2: Enhancing Patient Access to Services
AHS 3: Comprehensive Services and Resources
AHS 4: Community Resource Referrals
AHS 5: Tracking and Follow-up on Community Resource Referrals
AHS 6: Referral Process
AHS 7: Tracking and Follow-up on Clinical Referrals
AHS 8: Chronic Condition – Appointments

Coordinated Quality Care (CQC), v3.0
CQC 1: Managing Test Results
CQC 2: Promoting Wellness and Preventive Care
CQC 3: Wellness Information and Materials
CQC 4: Patient Reminders
CQC 5: Ongoing Care Management Protocols
CQC 6: Informed Decision Making with Patients
CQC 7: Medication Safety Management
CQC 8: Coordination of Care
CQC 9: Coordinating Care Transitions and Written Plans
CQC 10: Appropriate Use of Clinical Guidelines
CQC 11: Health Record Information Exchange and Alerts
CQC 12: Chronic Condition - Care Management
CQC 13: Self-Management of Chronic Conditions
CQC 14: Chronic Condition Management
CQC 15: Self-Management Support and Assessment Capabilities

Performance Monitoring and Improvement (PMI), v3.0
PMI 1: Performance Reporting - Tracking and Reporting
PMI 2: Performance Reporting and Validation
PMI 3: Analysis of Performance Reporting Data
PMI 4: Levels of Performance Reporting
PMI 5: Performance Improvement

Reporting Performance Measures to URAC (RPT), v3.0
RPT 1: Reporting Performance Measures to URAC

Health Information Technology (HIT) Designation, v3.0
HIT 1: Electronic Health Record Functions
HIT 2: Electronic Communications Portal
HIT 3: Enhancing Patient Access to Services
HIT 4: Ongoing Care Management Protocols – All Patients
HIT 5: Coordinating Care Transition and Written Plans
HIT 6: Performance Reporting and Validation
HIT 7: Reporting Performance Measures to URAC