HCC CORE Standards, Version 3.0

Required as part of Health Call Center Accreditation Guide, Version 5.0

Organizational Structure
HCC CORE 1 - Organizational Structure
HCC CORE 2 - Organization Documents

Policies and Procedures
HCC CORE 3 - Policy and Procedure Maintenance,
           Review and Approval

Regulatory Compliance
HCC CORE 4 - Regulatory Compliance

Inter-Departmental Coordination
HCC CORE 5 - Inter-Departmental Coordination

Oversight of Delegated Functions
HCC CORE 6 - Delegation Review Criteria
HCC CORE 7 - Delegation Review
HCC CORE 8 - Delegation Contracts
HCC CORE 9 - Delegation Oversight

Marketing and Sales Communications
HCC CORE 10 - Review of Marketing and Sales Materials

Business Relationships
HCC CORE 11 - Written Business Agreements
HCC CORE 12 - Client Satisfaction

Information Management
HCC CORE 13 - Information Management
HCC CORE 14 - Business Continuity
HCC CORE 15 - Information Confidentiality and Security
HCC CORE 16 - Confidentiality of Individually-Identifiable
            Health Information

Quality Management
HCC CORE 17 - Quality Management Program
HCC CORE 18 - Quality Management Program Resources
HCC CORE 19 - Quality Management Program Requirements
HCC CORE 20 - Quality Management Committee
HCC CORE 21 - Quality Management Documentation
HCC CORE 22 - Quality Improvement Projects
HCC CORE 23 - Quality Improvement Project Requirements
HCC CORE 24 - Quality Improvement Projects: Consumer

Staff Qualifications
HCC CORE 25 - Job Descriptions
HCC CORE 26 - Staff Qualifications

Staff Management
HCC CORE 27 - Staff Training Program
HCC CORE 28 - Staff Operational Tools and Support
HCC CORE 29 - Staff Assessment Program

Clinical Staff Credentialing and Oversight Role
HCC CORE 30 - Clinical Staff Credentialing
HCC CORE 31 - Senior Clinical Staff Requirements
HCC CORE 32 - Senior Clinical Staff Responsibilities
HCC CORE 33 - Financial Incentive Policy
HCC CORE 34 - Access to Services
HCC CORE 35 - Consumer Complaint Process

HCC CORE Standards, Version 3.0, continued

Health Care System Coordination
HCC CORE 36 - Coordination with External Entities

Consumer Protection and Empowerment
HCC CORE 37 - Consumer Rights and Responsibilities
HCC CORE 38 - Consumer Safety Mechanism
HCC CORE 39 - Consumer Satisfaction
HCC CORE 40 - Health Literacy

Confidentiality
HCC 1 - Provider Specific Confidentiality

Staff Qualifications
HCC 2 - Clinical Director Consultation
HCC 3 - Limitations in Use of Non-Clinical Staff
HCC 4 - Training and Policies of Use of Non-Clinical Staff
HCC 5 - Clinical Triage Staff Qualifications

Clinical Decision Support Tools
HCC 6 - Clinical Decisions Support Tool Requirements
HCC 7 - Clinical Decisions Support Tool Documentation
HCC 8 - Clinical Decisions Support Tool Update Requirements

Communication Handling
HCC 9 - Clinical Triage Staff Disclosures
HCC 10 - Telephone Performance Monitoring
HCC 11 - Telephone Performance Thresholds
HCC 12 - Non-Telephonic Communications
HCC 13 - Clinical Staff Response Requirements
HCC 14 - Handling of Triage Calls
HCC 15 - Health Education Communications
HCC 16 - Triage Dispositions

Information Upon Which Clinical Activity is Conducted
HCC 17 - Information Sharing
HCC 18 - Information Collection Limitations

Communication Documentation
HCC 19 - Non-Automated Communication Documentation
HCC 20 - Follow-Up Communication Documentation
HCC 21 - Feedback to Physician

Health Education
HCC 22 - Health Education