

**CES xxx:2020 Compulsory**

**Ethiopian Standard**

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**Health Service – Physiotherapy Specialty Clinic –  
Requirements**

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FINAL DRAFT

## Health Service - Physiotherapy Specialty Clinic Requirement

### 1. Scope

This Ethiopian standard shall specify requirements with respect to practices, premises, professionals and products or materials put into use for Physiotherapy specialty Clinic. The standard shall be applicable for all physiotherapy specialty clinics new and existing, governmental and non-governmental.

### 2. Normative reference

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ES xx Part 1-Health services-Terms and definitions

CES xx-Part 2- Health services –General requirements

CES xx-part 3-Health services –Physical Infrastructure Requirements

### 3. Terms and Definitions

For the purpose of this standard the terms and definition in ES xx and the following definitions shall apply

#### 1.1. Appropriate Organ:

Shall mean a state government organ authorized to implement food, medicine and health care administration and control activities at a state level;

#### 1.2. Appropriate Law:

Shall mean a law issued by a state to implement regulatory activities regarding food, medicine and health care.

### **1.3. Authorized Person:**

Shall mean any physiotherapy service clinic staff who is responsible for a given service

### **1.4. Physiotherapy Specialized Clinic:**

A specialized health care facility where promotion, preventive, rehabilitation, curative specialty health services are provided with diagnostic and treatment facilities for any kind of movement disorders in human body by addressing the underlying physical disorder to restore, maintain and maximize movement, functional ability and over all well-being of the society.

Physiotherapy specialized clinic may have more than one specific physiotherapy clinic with physiotherapy professionals that are specialized in different practices like orthopedics, neurology, pediatric, sport medicine, oncology, geriatrics, cardiopulmonary, women health, electrophysiological and others the clinic complies with all requirements stated for each category of specialty services.

## **4. General requirements**

- 4.1 A physiotherapy specialized clinic shall be directed by trained and licensed physiotherapy professionals.
- 4.2 The physiotherapy clinic shall render the service at outpatient level either ambulatory or non-ambulatory.
- 4.3 The specialty clinic shall have triage.
- 4.4 The physiotherapy specialized clinic is obliged to report diseases under national surveillance to the MOH through a responsible person/office at sub-city/ woreda/ town health offices.
- 4.5 The physiotherapy specialty clinic shall avail updated reference materials, treatment guidelines and manuals for common disease.
- 4.6 The specialty clinic shall have a program of continuous quality improvement for the service which includes regularly collecting and analyzing data to help identify health-service problems and their extent, and recommending, implementing, and monitoring corrective actions on the basis of these data.
- 4.7 The specialty shall establish quality team to improve quality of service deliveries.
- 4.8 The specialty clinic shall assess its staffs current knowledge and practice and observes utilization of national guidelines for the services it renders every six month.
- 4.9 The specialty clinic shall provide or facilitate training to their staffs.
- 4.10 The specialty clinic shall display the following at visible place:

- (a) List of Services available in the specialty clinic during working hours & after working hours,
  - (b) List of Professionals and specialties working in the clinic during & after working hours,
  - (c) Updated list of Various fees and prices,
- 4.11 The physiotherapy specialty clinic facilities shall be well marked and easily accessible for persons with disability.
- 4.12 The physiotherapy specialty clinic shall have fire extinguisher placed in visible area.
- 4.13 All employees, including part-time and contract shall be trained in fire-fighting equipment and patient evacuation of clinic's buildings as part of their initial orientation and at least annually thereafter.
- 4.14 Fire extinguishers shall be visually inspected at least monthly; fully inspected at least annually, recharged, repaired and hydro-tested as required by manufacturer's instructions; and labeled with the date of the last inspection.
- 4.15 Potential source of accidents shall be identified and acted upon like slippery floors, misfit in doorways and footsteps.
- 4.16 All patient care rooms shall be provided with running water supply & functional hand washing basin.
- 4.17 The Internal surfaces of the clinic (floors, walls, and ceilings) shall be:
- a. Smooth, impervious, free from cracks, recesses, projecting ledges.
  - b. Easy to clean and decontaminate effectively,
  - c. Constructed of materials that are non-combustible or have high fire-resistance and low flame-spread characteristics.
- 4.18 The circulation ways and sub corridors shall be a minimum 2m wide.
- 4.19 Patient serving corridors shall not be less than 240cm wide,
- 4.20 Glass doors shall be marked to avoid accidental collision.
- 4.21 Physiotherapy specialty clinic where functional units are at different floor shall have a mechanism of accessing all the functioning rooms horizontally either by stairs and ramp or stair and elevator.
- 4.22 The specialty clinic shall have established system for verbal and written communication about patient care.

- a. Verbal communication includes the communication with treating physician & other service units (like X-Ray units) & giving education for clients & families.
- b. Written communication includes use of clinical forms and nursing care plan for patients.

## **5. Specific requirements**

### **5.1 Outpatient service**

#### **5.1.1 Practices:**

- 5.1.1.1 A physiotherapy clinic services shall be provided with trained and licensed physiotherapy professionals.
- 5.1.1.2 All physiotherapy service and procedures are given only after performing appropriate assessment, evaluation and indicated diagnostic procedures are completed and documented in the patient's medical record.
- 5.1.1.3 Visual and auditory privacy shall be offered and provided to all patients during evaluation and treatment.
- 5.1.1.4 There must be written protocols and procedures to perform physiotherapy interventions, and ethical practice that compile with the six precepts of health care (safe, effective, patient centered, timely, efficient and equitable)
- 5.1.1.5 The physiotherapist's shall explain and discuss the overall clinical findings, intervention plan and prognosis of the conditions to client and/or their families and documented on patient's medical record accordingly.
- 5.1.1.6 There shall be a referral system in clinic to ensure that patients/ clients can access the service.
- 5.1.1.7 There shall be an educational training service for patients that will raise awareness on prevention, control and possible treatments of different physiotherapy cases based on needs using through different Medias including but not limited to TV, social media, posters, brochures, leaflets etc. It may includes or may not include
  - a) coping with disability, utilization of prostheses and orthoses, wheelchairs and walking aids,
  - b) ailments, disabilities, functional limitations and prosthesis-orthosis,
  - c) pressure sores in clients with sensory loss,

- d) contractures in clients with limb and/or trunk paralysis, phantom limb pain for amputees,
- e) Posture related musculoskeletal pain and disorders such as sitting, standing, driving, lifting activities.
- f) Non-communicable diseases such as stroke, Hypertensive, diabetic mellitus, abnormal lipid profiles by reducing or avoiding any lifestyle,
- g) Sport related injuries and risk of re-injury by designing proper individualized exercise program,
- h) Physical disabilities through therapeutic exercise such as stretching, strengthening and core stability,.
- i) Social participation restriction by providing appropriate walking aid,

**5.1.2 Professionals:**

- 5.1.2.1 Physiotherapy service and procedures must be directed by a licensed physiotherapist.
- 5.1.2.2 The physiotherapists must keep their updates with current best evidence-based practice and knowledge to assess, evaluate, treat and predict prognosis of the patients.
- 5.1.2.3 The physiotherapy specialized clinic shall have at least one physiotherapy assistant or trained nurse.
- 5.1.2.4 There shall be at least one physiotherapist shall be available during working hours and for part time employees, the time & the type of service available during after-working hours shall be posted at a visible place to the public.
- 5.1.2.5 In physiotherapy specialized clinic there must be an interdisciplinary approach between the professionals and also multidisciplinary team approach involving referring to other medical practitioner.
- 5.1.2.6 All physiotherapy professionals must participate in CPD, seminars, journal clubs and research to update their knowledge and skills, such opportunities shall be facilitated by the health facility within the available resources.
- 5.1.2.7 The physiotherapy specialty clinic must have a minimum staff as specified in table 1.

No	Professional required	No of professional required
1.	Doctor of physiotherapists(DPT) Or physiotherapy specialist(MSc) Or physiotherapy professional(BSc)	1
2.	Physiotherapy technician(Diploma)(optional)	1

3.	Trained nurse/ Physiotherapy assistant	1
4.	Exercise therapist (Optional)	1
5.	Sport science professionals(optional)	1
6.	Exercise physiologist (optional)	1
7.	Radiological technologist/radiography technician (optional)	1
8.	Radiologist (optional)	1
9.	Cleaner/janitor	1
10.	Receptionist	1

**Note : Additional optional professionals are listed in the annex part**

### **5.1.3 Premises**

5.1.3.1 **The** premises of physiotherapy specialty clinic shall be friendly for people with disabilities and wheelchair accessible.

5.1.3.2 The premises shall be located with direct access and clear labels.

5.1.3.3 There must be enough space for assistive devices and appropriate accessories.

5.1.3.4 The physiotherapy specialty clinic Shall have adequate waiting area at reception with front desk and chairs.

5.1.3.5 The reception area must have one PC for computerized patients file recording system or a shelf to put the patients chart.

5.1.3.6 The clinic shall have separate toilet with hand washing that provide running water supply & functional hand washing basin facilities in an accessible location, which shall be accessible, adapted and friendly for people with disability.

5.1.3.7 All rooms of the clinic shall have adequate light and well ventilated.

5.1.3.8 All rooms of the clinic shall promote patient dignity and privacy.

5.1.3.9 All rooms of the clinic shall be well labeled/ marked and easily accessible for persons with disability.

5.1.3.10 The corridor to examination rooms shall be spacious enough to allow easy transport for patients with support.

5.1.3.11 The arrangement of the clinic rooms shall consider proximity between related services.

5.1.3.12 Call bells shall be provided to patients in the physiotherapy service who are not under visual supervision.

5.1.3.13 Potential source of accidents shall be identified and acted upon it.



5.1.3.14 The premises shall have a fire extinguisher placed at the reception & recording area in visible place.

5.1.3.15 There shall must be a separated physiotherapy treatment room

5.1.3.16 There shall be one exercise therapy room which is well ventilated.

5.1.3.17 Workshop for production of orthosis- prostheses, walking sticks, axillary and/or elbow crutches is optional. If there is no workshop, there shall be variety of walking aids.

5.1.3.18 The premises of physiotherapy clinic shall have the following minimum set up:

Premises required	No. required	Area
• Reception, Recording & Waiting area	1	20 sq. m
• Consultation/ Examination room	1	12 sq. m
• Exercise therapy room	1	20 sq. m
• Physiotherapy treatment room	2	7sq. m each
• Toilet room (male & female)	2	4 sq.m each
• General purpose room	1	
• Store facility or cabinet		
• Incinerator (fixed/ mobile)	1	
• Basic imaging service as per the ERCA standard stated on section 5.2		

#### 5.1.4 Products

5.1.4.1 All equipment's shall be clean and functional.

5.1.4.2 Physiotherapy equipment shall be stored in a safe and accessible place and shall not be stored in a public walkways and hallways.

5.1.4.3 The Physiotherapy specialty clinic shall have the following minimum standard equipment's and consumable listed in table 3

S.NO	Equipment/Device	Quantity
1.	<b>Examination tools</b>	
	○ Examination couch or bed (adjustable /nonadjustable)	1
	○ Therapist stool	1
	○ Table	1
	<b>Diagnostic supplies on table</b>	
	○ Goniometer	1

	○ Reflex hammer	1
	○ Blood pressure cuff Digital or manual	1
	○ Stethoscope	1
	○ Pulse oximetry	1
	○ Tape measure	1
	○ Thermometer	1
	○ Disposable glove	1 pack
	○ Sensation testing tool	
2.	<b>Exercise therapy tools</b>	
	○ Physiotherapy/exercise mat	1
	○ Balance boards	1
	○ Physio ball (one big and one small size)	1 from each
	○ Adjustable parallel bar	1
	○ Correction Mirror	1
	○ Walking aids (Adjustable crutches, walking frame)	1 from each
	○ Wheelchair	1
	○ Stationary Bike	1
	○ Different resistance TheraBand	2
3.	<b>Physiotherapy treatment room</b>	
	○ Treatment couch or bed (adjustable /nonadjustable)	1
	○ Therapist stool	1
4.	<b>Electrotherapy and physical modalities</b>	
	○ Multiple mode electrical stimulator (EMS / TENS )	1
	○ Therapeutic Ultrasound	1
	○ Thermal modality	1
5.	<b>First-Aid kit</b>	One set
6.	<b>Others</b>	
	○ Educational posters and pictures	3
	○ ICE pack	1
7.	<b>Optional equipment's and Materials</b>	
	○ Anatomical Skeletons models	1
	○ Passive exercise equipment	1

○ Inclinometer	1
○ Dynamometer	1
○ Adjustable overhead pulleys	1
○ Adjustable height exercise steps	1
○ Fixed Wall bars	1
○ Free weights /Dumbbells in pairs	
○ Weight Cuff weights: set of paired weights	
○ Hand exercise tools	1 Set
○ Medicine balls	1 up to 5
○ Foam roller or bolsters	1
○ Treadmill	1
○ Cervical & lumbar traction set	1
○ Mobilization belts	2
○ Gait belts	2
○ Trigger point releasers	2
○ Ice packs	2
○ Taping supplies	1
○ Cotton rolls, POP, gauze bandage, POP scissors)	1
○ Different size elastic /ACE wrap bandage)	
○ Neurological testing instruments monofilament.....)	1
○ Multi Gym Equipment	1

## **5.2 Radiography Imaging Services (Optional)**

### **5.2.1 Practice**

5.2.1.1 Basic Radiology service (X-Ray) may be available for the physiotherapy specialty clinic.

5.2.1.2 The radiology service shall have written policies and procedures that are reviewed at least once every three years, and which shall include at least:

- a. Radiology Safety practices;
- b. Adverse reactions;
- c. Management of the critically ill patient during imaging procedures;
- d. Infection control, including patients in isolation;
- e. Timeliness of the availability of diagnostic imaging procedures and the results;
- f. Quality control program covering the inspection, maintenance, and calibration of all equipment.

5.2.1.3 There shall be a written protocol for managing medical emergencies in the radiological suite.

5.2.1.4 The radiology service unit shall be free of hazards to patients and personnel.

5.2.1.5 Proper safety precautions shall be maintained against fire and explosion hazards, electrical hazards, and radiation hazards.

5.2.1.6 The physiotherapy specialty clinic shall post in easily visible place all the necessary signs & the approval certificate from the Ethiopian Radiation Protection Authority through periodic inspection.

5.2.1.7 The physiotherapy specialty clinic radiology unit shall keep documentation of the report for periodic readings of employee's exposure for radiation by the use of exposure meters or badge tests.

5.2.1.8 The physiotherapy specialty clinic shall make sure that the radiographer(s) put on personal TLD(s) whenever on operating the radiation emitting machines and TLD(s) are regularly monitored.

5.2.1.9 Requests for radiologic imaging examination shall contain a concise statement of reason for the examination.

5.2.1.10 Imaging results (X-ray films) shall be labeled with minimum information that includes: date, patient's name, age, sex, location marks (L/R), name of institute and name of radiographer.

5.2.1.11 Imaging Reporting form shall have minimum information such as date, patient's name, age, sex, findings and name and signature of the radiographer.

## **5.2.2 Premises**

5.2.2.1 The radiology imaging unit for chiropractic service center shall fulfill the design requirements of Ethiopian radiation Protection Authority (ERPA) guidelines.

5.2.2.2 The premise for imaging service shall fulfill the ERPA requirements & be functional only if licensed/ certified by ERPA.

## **5.2.3 Professional**

5.2.3.1 The physiotherapy specialty clinic that has radiology imaging service shall have the following professionals:

- Radiological technologist/ radiographer technician
- Radiologist (optional)

## **5.2.4 Products**

5.2.4.1 Imaging equipments which shall be available for radiology services at chiropractic service center are indicated below:

- a. Standard conventional x-ray machine,
- b. X-Ray viewing boxes,
- c. Radiation protection equipments:
  - lead gloves,  lead goggle,
  - lead apron,  Gonad shields.
- d. Dark room film processing baths (if necessary),
- e. Drier (if necessary),

5.2.4.2 The X-Ray machine shall be regularly inspected, maintained, and calibrated by licensed organ or ERPA; appropriate records of maintenance shall be maintained.

5.2.4.3 All radiation generating equipments shall be installed within a room/ building with wall thickness that protects radiation to the surroundings, i.e., the minimum criteria set by the Ethiopian Radiation Protection Authority /International Atomic Energy Agency (IAEA).

5.2.4.4 Installation and un-installation of radiation emitting machines like X-Ray shall follow the safety procedures set by the Ethiopian Radiation Protection Authority during all procedures.

### **5.3 Health Promotion Services**

#### **5.3.1 Practice**

5.3.1.1 The physiotherapy specialty clinic shall plan, schedule and carry out health promotion activities.

5.3.1.2 The physiotherapy specialty clinic shall have a written policy and procedures for health promotion. Which shall include:

- a. Content of health promotion package, the implementation media aiming at improving health outcomes for patients, relatives, staff and community.
- b. Allocating resources to the processes of implementation & regular review of the promotion package.
- c. Enlightening staffs on health promotion package.
- d. Ensuring that the clinic staff has relevant competences to perform health promotion activities and supports the acquisition of further competences as required.

5.3.1.3 The physiotherapy specialty clinic shall provide patients with information on significant factors concerning their health condition. Health promotion interventions shall be established in all patient pathways, & to a minimum shall include:

- a. Based on the health promotion needs assessment, the patient is informed of factors impacting on his/ her health and, in partnership with the patient, a plan for relevant activities for health promotion is agreed.
- b. Patients are given clear, understandable and appropriate information about their actual health condition, treatment, care and factors influencing their health.
- c. Health promotion is systematically offered to all patients based on the assessed needs.
- d. Information given to the patient and all health promoting activities are documented and evaluated, including whether expected and planned results have been achieved.
- e. All patients, staff and visitors have access to general information on factors influencing health.
- f. When necessary, an individual health promotion plan for a medical services shall be drawn up and documented into the patient's medical file;

5.3.1.4 The physiotherapy specialty clinic shall have policy for the establishment of a healthy workplace which shall include:

- a. Development and training of staff in health promotion skills.
- b. Implementation of a policy for a healthy and safe workplace providing occupational health for staff.
- c. Involvement of staff in decisions impacting on the staff's working environment.
- d. Availability of procedures to develop and maintain staff awareness on health issues.

5.3.1.5 The physiotherapy specialty clinic health promotion practice shall provide unbiased and evidence based information.

5.3.1.6 The physiotherapy specialty clinic shall prepare &/ or avail health promotional materials which shall be customer focused.

### **5.3.2 Premises**

5.3.2.1 The physiotherapy specialty clinic shall have waiting area at reception with audio visual health promotion materials.

### **5.3.3 Professionals**

5.3.3.1 It is not mandatory to assign staff for promotion in particular,

5.3.3.2 The chiropractor shall take the lead to identify priority conditions to prepare or avail promotion materials.

5.3.3.3 The nurse shall collect available promotion materials from respective parties and coordinate health promotion activities.

5.3.3.4 The expected health promotional activities shall be specified in the job description(s) of the nurse(s).

### **5.3.4 Products**

5.3.4.1 The physiotherapy specialty clinic shall have Audio visual materials, TV set, DVD/ VCD, Radio, Tape recorded at reception area,

5.3.4.2 The physiotherapy specialty clinic may have the following health promotional materials:

- a. Printed material (Posters, Brochures, Leaflets, Newspaper, Health bulletin),
- b. Audio- video IEC materials (audio cassettes, video cassettes),

## **5.4 Record keeping & reporting services**

### **5.4.1 Practice**

5.4.1.1 The physiotherapy specialty clinic shall maintain individual patient records,

- 5.4.1.2 The physiotherapy specialty clinic shall maintain individual medical records in a manner to ensure accuracy and easy retrieval.
- 5.4.1.3 If a patient received medical intervention while on ambulance, the medical information of a patient & medication administered during ambulance service shall be documented in written and attached into the medical record.
- 5.4.1.4 The physiotherapy specialty clinic shall establish a master patient index with a unique medical number/record for each patient
- 5.4.1.5 Patient medical record shall at least contain the following information:
- a. Identification (name, age, sex, address),
  - b. History, physical examination, investigation results and diagnosis,
  - c. Medication, procedure and consultation notes,
  - d. Name and signature of treating physician ,
  - e. If applicable, a signed Consent form(s). In case where someone other than the patient signs the forms, the reason for the patient's not signing it shall be indicated on the face of the form, along with the relationship of the signee to the patient.
- 5.4.1.6 Every piece of paper or format that contains a patient medical information shall carry the appropriate identification,
- 5.4.1.7 All medical records shall be kept confidential, available only for use by authorized persons or as otherwise permitted by law.
- 5.4.1.8 The clinic shall have a mechanism to track a medical record taken out for use until returned to the record room.
- 5.4.1.9 All entries in the patient's medical record shall be written legibly in permanent ink (blue or black color), dated, and signed by the recording person.
- 5.4.1.10 Consent forms that patient sign shall be printed in an understandable format and the text written in clear, legible and non-technical language.
- 5.4.1.11 There shall be a mechanism to make medical records ready on appointment for use and to return seen cards back to the central medical record room within 24hrs.
- 5.4.1.12 If death happens in the center, the necessary information of the patient's death shall be documented in the patient's medical record upon death; date, time, any intervention, etc.,



- 5.4.1.13 Original medical records shall not leave chiropractic service center premises unless they are under court order or in order to safeguard the record in case of a physical emergency or natural disaster.
- 5.4.1.14 If a patient or his legally authorized representative requests in writing, a copy of the medical record shall be given.
- 5.4.1.15 If a patient is provided with medical certificates, copies of the certificate and other records shall be documented and/or recorded on the patient's medical record.
- 5.4.1.16 If the patient is referred to another facility on a non- emergency basis, the chiropractic service center shall prepare a transfer/ referral note reflecting the patient's immediate needs; send a copy of this record to the receiving facility & maintain a copy to the medical record.
- 5.4.1.17 The physiotherapy specialty clinic shall establish a procedure for removal of inactive medical records from the medical record room.
- 5.4.1.18 The physiotherapy specialty clinic shall destroy old medical records as per the law by using techniques that assures confidentiality. However, records which are active for more than ten years shall not be destroyed.
- 5.4.1.19 The physiotherapy specialty clinic shall have a written policy and procedure for medical record keeping which include at least:
- a.Procedures for record completion,
  - b.Conditions & procedures for releasing medical information,
  - c.Procedures for the protection of medical record information against the loss, tampering, alteration, destruction or unauthorized use.
- 5.4.1.20 The physiotherapy specialty clinic shall have procedure for keeping records, collecting data and reporting regularly specified reportable surveillance disease conditions for concerned public body-Zone/ Town/Sub-city.
- 5.4.1.21 Prescriptions and different request forms for investigation like, x-ray, etc. shall be revised and updated as per service need at least every five years.

#### **5.4.2 Premises**

- 5.4.2.1 The physiotherapy specialty clinic shall have a well secured, ventilated & illuminated room with adequate space for shelves for archiving medical records. This room can be together with the reception based on the volume.

- 5.4.2.2 The premises for medical record shall have enough space between and around shelves. The medical records shall be kept in shelves which are to a minimum 10cm above the floor.
- 5.4.2.3 The medical record room shall have the following areas:
- a. Working area for Recording & sorting ( can be the reception area)
  - b. Archive space with shelves
- 5.4.2.4 The medical record room shall have adequate light and ventilation.
- 5.4.2.5 There shall be fire extinguisher kept in a visible and identified place near the medical record room,
- 5.4.2.6 For facilities where medical records area shared with reception, medical records shall be stored in cabinets with locks.

#### **5.4.3 Professional**

- 5.4.3.1 The physiotherapy specialty clinic receptionist shall function as record room personnel with proper orientation.

#### **5.4.4 Products**

- 5.4.4.1 The record room of the chiropractic service center shall have the following materials:
- a. Shelves,
  - b. Lockable cabinet, Cardex,
  - c. Patient medical records,