



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

C.L. "BUTCH" OTTER -- Governor  
RICHARD M. ARMSTRONG -- Director

DEBRA RANSOM, R.N., R.H.I.T., Chief  
BUREAU OF FACILITY STANDARDS  
3232 Elder Street  
P.O. Box 83720  
Boise, ID 83720-0009  
PHONE 208-334-6626  
FAX 208-364-1888

January 30, 2015

Dan Cochran, Administrator  
Idaho Physicians Clinic  
98 Poplar Street  
Blackfoot, ID 83221

Provider #138502

Dear Mr. Cochran:

An unannounced on-site complaint investigation was conducted from January 15, 2015 to January 16, 2015 at Idaho Physicians Clinic. The complaint allegations, findings, and conclusions are as follows:

**Complaint #ID00006356**

**Allegation #1:** The Rural Health Clinic (RHC) failed to address patients' health care concerns.

**Findings #1:** During the investigation, staff were interviewed and 11 medical records were reviewed, for visits between 1/23/13 and 12/03/13. All records reviewed documented the reasons for the visit. All records documented patients were examined and their medical needs were addressed. Examples included, but were not limited to, the following:

One record documented a 54 year old female who presented to the clinic on 10/14/13, with complaints of painful urination and frequency of urination. Laboratory tests were completed and the patient was diagnosed with a urinary tract infection. Antibiotics were prescribed to treat the infection. The record did not document additional complaints or concerns expressed by the patient.

Another record documented an 82 year old woman who presented to the RHC on 10/09/13, with chief complaints of chronic kidney disease and hyperparathyroidism. She was examined, her laboratory results were reviewed, and she was given prescriptions for medication refills. The record did not document additional complaints or concerns expressed by the patient.

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Another record documented a 54 year old female who presented to the clinic on 12/03/13. She brought in thyroid function laboratory test results from a health fair, and requested refills of medications. Additionally, she complained of left eye pain, swelling and redness for 6 weeks. She was seen by a Nurse Practitioner (NP). She was examined and her thyroid function test results were reviewed. Her thyroid medication was increased based on the test results. She was given prescriptions for a 12 month supply of 2 medications. She was given a prescription for a 2 month supply of thyroid medication, with instructions to return to the RHC for blood work in 6 weeks to assess her thyroid function on the increased dose of thyroid medication. The NP's note also documented an assessment of her left eye, and stated he directed the patient to follow up with an ophthalmologist. The note stated the patient verbalized understanding and stated she would make an appointment.

The NP was interviewed on 1/16/15 at 10:05 AM. He reviewed the record of the 54 year old woman he treated at the RHC on 12/03/13. He stated he did not remember the patient. He stated the record indicated she was an established patient at the RHC, and received prescriptions for her medications from the RHC. He stated he ordered a 2 month supply of her thyroid medication because he wanted to evaluate her response to the increased dose of thyroid medication before prescribing additional medication. He stated the RHC did not supply medications directly to patients. Additionally, he stated that if his exam had identified symptoms of an eye infection he would have prescribed antibiotics.

The 11 patient records reviewed indicated patients' health care needs were addressed by the RHC staff. Patients' medication refills were ordered at the time of their visit to the RHC. Referrals to other health professionals were appropriate. The allegation that the RHC failed to address patients' health concerns could not be substantiated through the investigative process.

**Conclusion:** Unsubstantiated. Lack of sufficient evidence.

As the allegation was unsubstantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



GARY GUILLES  
Health Facility Surveyor  
Non-Long Term Care



NICOLE WISENOR  
Co-Supervisor  
Non-Long Term Care

GG/pmt