

Retail Clinic Characteristics

The following are a set of characteristics for Retail Clinics and their sponsoring companies which are consistent with current AAFP policy regarding Retail Clinics (<http://www.aafp.org/about/policies/all/retail-clinics.html>) and guide potential collaboration between the AAFP and these companies:

- Such companies and their retail clinics must use local physician medical directors who are actively engaged with clinic staff on the development and use of evidence based care management protocols and improved quality of care. Clinics should make efforts to ensure that their medical directors include family physicians or other primary care physicians.
- Retail clinics will seek to support the patient-centered primary care medical home and the coordination of care delivery.
- Retail clinics will support the patient-physician relationship by always referring patients back to their primary care physician for continuing care.
- Core retail clinic services will be focused on a defined set of guideline-based episodic services and should be delivered in coordination with the patients' primary care physician (when known to the patient) to ensure that care is not further fragmented. In the circumstance of a patient with a chronic medical condition(s), the patient and their primary care physician may consider that certain care services may be provided beyond the medical home (the medical neighborhood) and retail clinics may be an appropriate venue for such care but only when there is a collaborative agreement with the patient's primary care physician (or the physician's medical group or health system) which specifies the guidelines, procedures and protocols to be used to provide such care.
- Retail clinics must establish operational protocols that facilitate the timely transfer of medical records to the patient's primary care physician.
- Retail clinics must use electronic health records capable of transmitting medical record data and information to the patient's primary care physician (and other physicians as appropriate).
- When a patient lacks an established relationship with a primary care physician, retail clinics will encourage and assist patients in identifying a primary care physician in the community.
- Retail clinics will maintain a listing of family physicians within a reasonable distance of their location who are accepting new patients.
- Such companies will establish a specific email address where family physicians can email and request to be added to the list of primary care physicians who are accepting new patients – i.e. [familyphysician@\[insert\].com](mailto:familyphysician@[insert].com)

