

ACHC SURVEY OFFERS AND SURVEY TIMELINE



SURVEY OFFERS

- 1 You will receive three offers (with a preceptor) before independently surveying.
- 2 Survey offers will be emailed to you and you will have **five days to accept or reject**. Pay attention to:
 - Survey type (*Initial, Renewal, Licensure, Dependent, Complaint*)
 - Extended Policy Review (EPR) required? (*If needed, this will be indicated in bold red letters just below Survey Type*)*
 - Response date
 - Account Advisor (AA)
 - Locations
 - Date range to complete survey
 - Blackout dates and ACHC holidays
- 3 If you **accept**, please provide the date(s) on which you plan to survey, avoiding all blackout dates and ACHC holidays.
- 4 After the survey dates are received, a confirmation will be sent and you will need to download the necessary documents from ShareFile and import the EDCT from Surveyor Central to Prism.

*You are responsible for retrieving the information from ShareFile and completing the desk review at least 35 days prior to the scheduled survey date (unless the customer has waived their desk review or it is not required). Email your completed desk review to **HHedct.achc.org**.

While survey date changes are discouraged, there are times when this may be necessary. Communicate all requests for date changes to the Expeditor and the Clinical Department.

Questions while on survey? (855) 937-2242.

1. Susan Mills x363
2. Lisa Meadows x244
3. Jennifer Rhodes x294
4. Barb Provini x290

STEP-BY-STEP TIMELINE



Survey offer received via email



Accept/Decline survey within five days of notice



Access ShareFile for survey documents at **achc.sharefile.com**



Log on to Surveyor Central at **sc.achc.org**

- a) Download EDCT
- b) Review state regulations, as appropriate



Complete EPR and return to Account Advisor within 35 days of scheduled survey (if appropriate)



Make travel arrangements with Concur approximately three weeks prior to survey at **concursolutions.com**



Notify agency at 7:30 a.m. local time on day of survey



Arrive on site



Conduct survey following the appropriate Survey Process



Exit conference

- a) Thank the company for choosing ACHC
- b) Notify agency of deficiencies



Post-survey

- a) Review EDCT for completion and accuracy
- b) Export EDCT and all documents by 7:59 a.m. Eastern time of third business day to **HHedct@achc.org**
- c) Complete expense reports within two weeks of survey and submit to **expensereports@achc.org**; include company name and ID # in the subject line

ACCREDITATION COMMISSION *for* HEALTH CARE



For any additional questions, please contact ACHC's Accreditation Expeditor
(855) 937-2242