

## Affiliated Provider - audit process

Southern Cross Health Society sometimes conducts audits of our Affiliated Providers to ensure contractual obligations are met.

1

### Planning and preparation

We give you five days' notice of an audit, or 24 hours if the audit's integrity is at risk of breach or a serious event has occurred.

We agree on a time and day with you.

We send you terms of reference outlining the audit's scope and goal, and sample with information needed.

2

### Carrying out the audit

The provider audit or either arrives at your premises and reviews your collated clinical data onsite, or you submit this data for the auditor to review offsite.

Information is checked against your Affiliated Provider contract terms and conditions.

3

### Observation and feedback

We give you a draft report on our initial findings. You'll have a chance to give any further information we may need.

4

### Final report

We give you a final report noting issues identified, feedback and agreed actions.