Standard operating procedure (SOP) · MOB-SOP-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 13.8

At a glance

- Coverage is reviewed each quarter against the population the service is for.
- Groups not reached, such as people with disability or displaced people, are named.
- The schedule is changed to reach them, and the change is recorded (MOB-REG-002).
- Results are shared with the clinical lead.
- Stop and get help straight away if: a group known to be missed is not named or not reached, with no schedule change.

1. Purpose

To find the people a mobile service does not reach, and change the schedule (13.8).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A mobile clinic can miss the people who most need it, if it does not look at who it reaches. Reviewing coverage finds the groups who are left out and sends the clinic to them.

5. Responsibilities

Role	Responsibility	Competence
Outreach lead	Runs the review	Clinician
Community liaison	Reports the groups not reached	Community worker

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Review.

- Compare people reached against the population each quarter (MOB-REG-002).

Key point: Each quarter.

Step 2. Name the gap.

- Name each group not reached and why.

Key point: Groups named.

Step 3. Change.

- Change the schedule to reach each group, and record the change.

Key point: Changed and recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Quarterly coverage reviews completed	100%	Quarterly	Outreach lead	Escalate to clinical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
MOB-REG-002	Coverage review register	Register

17. Evidence

Reference	Note
E-009	Based on the WHO guideline on health policy and system support to optimize community health worker programmes (2018).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Preventive Care & Screening (PHC-02)
- Patient Rights and Responsibilities (A-01)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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