STATEMENT:

Healthcare facilities (HCF) that offer retail services should address security risks associated with the delivery of the service.

DEFINITION:

Retail Services in a healthcare environment refers to the selling of products or services by the HCF (directly or indirectly) to patients, staff, and visitors within the property. These services may include gift shops, food establishments, pharmacy, banking, or others.

INTENT:

a. Risks should be determined based on the type of products, services and operation considering:
   1) Location
      a) Direct or indirect access from building exterior
      b) Stand-alone building or within larger facility
      c) External crime statistics
      d) Site/community demographics
      e) Internal security incident data
      f) Staff working alone or in isolated areas
   2) Known risks factors associated with healthcare retail operations:
      a) Cash handling
      b) Medications / scheduled narcotics stored and sold
      c) Hours of operation
      d) Staffing volume and type of staff utilized (paid staff versus volunteers)
      e) Volume and special needs of the clientele

b. The HCF security plan should clearly define the security responsibilities in the lease agreement (or other formal documentation) when contracted services are used to manage the retail space. This should include collaboration

c. regarding roles, responsibilities, mitigation, and response expectations.

d. Risk factors identified by the security risk assessment may include the following mitigation measures:
   1) Security and safety training specific to the service

2) Routine and emergency support from the HCF
3) Determination, installation, operation and maintenance of appropriate electronic and physical security systems
4) Site policies and procedures

SEE ALSO:

ASIS International Protection of Assets Manual:
https://poa.asisonline.org/Pages/default.aspx

IAHSS Security Design Guidelines for Healthcare Facilities

IAHSS Healthcare Security Industry Guideline 04.01, Physical Security (General)

IAHSS Healthcare Security Industry Guideline 04.02, Electronic Security Systems

IAHSS Healthcare Security Industry Guideline 01.04, Security Risk Assessments

IAHSS Healthcare Security Industry Guideline 04.09, Maintenance of Security Systems and Equipment

IAHSS Healthcare Security Industry Guideline 06.01.01, General Staff Security Orientation and Education

IAHSS Healthcare Security Industry Guideline 06.04, Crime Prevention / Safety Awareness

IAHSS Healthcare Security Industry Guideline 07.01, Security Sensitive Areas

IAHSS Healthcare Security Industry Guideline 07.02, Pharmacy Security

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