

HARBOR-UCLA MEDICAL CENTER

**SUBJECT: DOCUMENTATION OF HEALTH CARE PROVIDER
TELEPHONE CALLS TO PATIENTS REGARDING
CLINICAL CARE**

POLICY NO. 630

PURPOSE:

To establish a policy and procedure consistent with DHS guidelines to protect the confidentiality and privacy of patient information when communicating via telephone.

POLICY:

Harbor-UCLA Medical Center will ensure that all telephone conversations regarding clinically significant patient care will be documented in the patient's medical record in accordance with established medical records documentation standards.

PROCEDURE:

Documentation shall include the following elements:

1. Date and time of call.
2. Name and medical record number of patient.
3. Name of healthcare provider who initiated contact.
4. Reason for call.
5. Advice given.
6. Follow-up instructions given.
7. Signature/identification of person giving advice.

The information shall be documented in the patient's progress notes in ORCHID.

REFERENCES:

DHS Policies, 390.101, "Legal Medical Record"
390.1, Medical Records Documentation
Hospital Policy, 706, "Safeguards for Protected Health Information" (PHI)

EFFECTIVE DATE: 10/30/00

SUPERSEDES:

REVISED: 05/14, 09/17

REVIEWED: 02/05, 05/14, 09/17

REVIEWED COMMITTEE: Health Care Information Committee

APPROVED BY:

Kim McKenzie, RN, MSN, CPHQ
Chief Executive Officer

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Chief Medical Officer

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Signature(s) on File.