

VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
HEALTH INFORMATION MANAGEMENT SERVICES
POLICY & PROCEDURE

NUMBER: 1508
VERSION: 1

- SUBJECT/TITLE:** HIMS - MONITORING AND REPORTING INCOMPLETE MEDICAL RECORDS
- POLICY:** Incomplete medical records will be tracked in Quantim.
- PURPOSE:** The purpose of this policy is to establish guidelines on how to monitor and report incomplete medical records.
- DEPARTMENTS:** HEALTH INFORMATION MANAGEMENT SERVICES / Discharge Clearance Unit (DCU)
- DEFINITIONS:** Complete inpatient medical records
- PROCEDURE:** Incomplete medical records will be monitored by DCU/Inpatient Unit. Deficiency and delinquency reports will be sent to the responsible physician, Department Chair and appropriate committee members.
1. The physician will be notified initially by pager, e-mail letting them know they have deficient/delinquent charts that need to be completed. Incomplete deficiencies/delinquencies will remain in the DCU/Inpatient unit on the shelf designated for deficiencies. The incomplete medical record shall remain in the discharge control unit on the deficiency shelf.
 2. If, by the end of the fourteenth (14th) day, the deficiency(s) has not been completed, the incomplete medical records are considered delinquent. These medical records will remain in the DCU/Inpatient Unit until completed. A detailed delinquency report is sent to OVMC Medical Director, Medical Record committee Chairperson, Department Chiefs, and Department Ahab's. This report indicates each physician in his/her service who has delinquent medical records, the category and number of delinquencies.
 3. The total number of incomplete medical records (deficient and delinquent) will be reported to the Medical Records Committee.

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This committee usually meets once a month.

The DCU is located on the first floor of the Hospital room 1B115A; the Inpatient Unit is located in 1B115. It is open Sunday – Saturday 7:00 am to 11:30 pm including holidays. Deficient medical records are kept in the DCU/Inpatient unit on the deficiency shelf until the deficiency is completed by the physicians. Physicians wishing to complete deficiencies assigned to them can do so by using one of the following methods:

1. Phone the discharge unit/inpatient unit at ext. 4873 for medicine and 3309 for OB, GYN, Peds, NNIC, Surgery or Mental Health and inform them that you will be down in the next fifteen (15) to thirty (30) minutes. This will allow the staff member in the DCU/Inpatient Unit time to print a deficiency report from Quantim. This report is necessary in order to identify what deficiencies are available on the shelf and which ones will need to be located prior to the physician coming down to complete his/her deficiencies.
2. If you come to the discharge unit/inpatient unit without prior notification, you will experience a short time delay in receiving the deficient medical records. There is a chance one of his/her charts that need deficiencies completed will have to be retrieved from another location.

A deficiency that is outstanding over 14 days from the assigned date is now considered delinquent and will remain in the DCU/Inpatient Unit, until the physician completes the delinquencies.

References:	
Approved by: Tillie Acosta (Medical Records Director I)	Date: 11/19/2010
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