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

NUMBER: 2592
VERSION: 2

SUBJECT/TITLE: **HIMS-MEDICAL RECORD MERGES**

POLICY: To establish guidelines to accurately identify if the same patient is registered in the Affinity Hospital Information System(HIS) with a duplicate and or multiple unique Medical Record Numbers.

PURPOSE: To ensure that an individual patient is recognized/recorded in HIS with one unique medical record number.

DEPARTMENTS: **HEALTH INFORMATION MANAGEMENT SERVICES**

DEFINITIONS:

PROCEDURE: **MEDICAL RECORDS MERGE UNIT:**
Patients with potential duplicate/multiple unique medical record numbers are identified in the Affinity and Smart Merge System. Potential duplicates are flagged and assigned a weighted/likely match value, according to the Smart Merge algorism program.

MERGING PROCESS
1) Identify all duplicate records in Smart Merge **Detailed Duplicate Reports** by:
   a. Double click **Smart Merge** Icon
   b. Click File on top left hand corner (yellow folder) Existing data source appear.
   c. Click on **MPI SPY LIVE – **Click - **Open**
   d. Log in (All category will appear on the left hand side of the screen)
   e. Click on detailed duplicate report
   f. Click on all duplicate pairs (Duplicate management appears on the screen)
   g. Go to **options**-highlight all duplicate pairs, excluding multiples
   h. Click on Duplicate management (List of All duplicate pairs will appear on the screen)

   To search for **Duplicate Pairs**
   a. Click on *Edit*

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       b. Drop down Menu will appear
       c. Go to find, then find in View
       d. Type in the MRUN# that you are searching for
       e. Click on **Find Next**
       f. Smart Merge will search for the number

2) Identify the location of the individual medical record chart, chart volumes, loose documents and other pertinent information via Affinity Medical Records Control Chart Tracking:
       a. Offsite Charts
       b. Master File
       c. Archives
       d. Conversion Archive
       e. Volume 01 – Original outpatient chart
       f. Volume 02 – 09 Used when there are more than one volume
       g. Volume 20 – Dummy chart, when Volume 01 cannot be located
       h. Volume 99 – Confidential
       i. Cluster Center Charts
             Volume 80 – Glendale
             Volume 70 - Glendale (Dummy)
             Volume 81 - Tujunga
             Volume 82 - Burbank
             Volume 83 - Mid Valley
             Volume 43 - Mid Valley(O/S Volume 2)
             Volume 53 - Mid Valley(Dummy)
             Volume 33 - Mid Valley(Dental Chart)
             Volume 84 - North Hollywood
             Volume 86 - Valencia
             Volume 87 - Canoga Park
             Volume 88 - Pacoima
(**NOTE**: Cluster Center Charts sent to Archive before the Sayre Fire were already destroyed)

3) Pull available charts/loose filing from Chart file if available; if not available, complete Chart Request Form.

READY TO MERGE
      Verify/analyze the essential chart documents necessary to accurately identify the validity of the duplicate patient number registered in the Affinity Hospital Information system **(HIS)** with duplicate unique medical record numbers. Verification is necessary as to the Name, Birthday, SSS Sex and other pertinent information of both OV#..

      Immediately Prior to Merging in Affinity, _Check_ on Blood Bank (BB) and Anatomical Pathology (AP) (_Please see the Check procedure_)

1. If Blood Bank or Anatomical Pathology is present in both records, do not electronically merge the records in Affinity
      a.) Add a Chart Flag to the record in Smart Merge," **Out of Scope**"

b.) Merging Supervisor notifies lab for instruction

2. If one medical record has Blood Bank and/or Anatomical Pathology and the duplicate chart do not have any (**BB**) or (**AP**) the **surviving** Medical Record number is always the record with Blood Bank and/or Anatomical Pathology.

3. Perform the electronic merge in Affinity (*please see Affinity merge procedure*)
4. Perform manual merge of all patient medical charts into the surviving medical chart.
5. Assemble the surviving medical records chart including combining all visits/and or loose filing and inpatient records.
6. Affix a green "**Merge Alert**" label in front of the chart.
7. Put a "**Merge Alert Sheet**" inside the Chart
8. QA the finished Chart
9. Log the surviving medical records in the affinity and move to designated location(master file, oversized, archive, offsite archive)
10. Flag merged chart in Smart Merge "**Complete**" under RECORDS and under CHARTS

NOTE: Patient OV# should be merged to the other duplicate that is <u>practicable and reasonable</u> to merge it to.

<u>Affinity Merging Process</u>

Go to:

MRI – Medical Records Index

Click on **Patient Record**

Click on **Merge Patients**

Type the OV# that you want to merge to, then enter until **MRI Merge Patient** appear:

Type the OV# inside **Merge to Patient box** if it is blank, then **enter** (note: if merging has been requested and entered into the system, the Older OV# will be automatically entered in the " **Merge to Patient box**")

On the screen, verify all information given if identical.

Then, **enter to continue**.

Note: if there are more than 10 eligible visits , you need to move the visits to continue the merging process.

Click list of **eligible visits** to continue.

Highlight eligible visits one at a time

Then **Enter**,

Press **Insert**

Then type the **volume** of the chart that you are merging to.

If all visits(**RO**) had already been moved, after pressing enter

"**Enter User code to file**" will appear
Type **User code**
Click **Yes** to continue
LAOV merge patient will appear
Click **OK**
If there are eligible visits in the **older OV#** that need to be moved you
    have to move it by doing the same process above.(highlight visit-
    enter – insert – type volume – then – **enter**)
LAOV Merge Patient will appear
Click – **OK**
A prompt will ask if you need to **Edit Information**
If you need to edit, *Click* **YES,** you are ready to edit
If you *click* **NO** – the process is **Complete**.
NOTE: After merging successfully, attach the Merging form "This Chart contain
    Information…." on the left side of the chart properly filled.

Affinity Un Merging Process
Go to:
MRI – Medical Records Index
Click on **Patient Records**
Click on **Merge Patients**
Type the **OV#** that had been merged to surviving number
MRI Merge patient and *MRI Merge to patient* and a prompt
    "Cancel Merge? Yes or No will appear.
Click **Yes**
All the patient visits will appear and the visits that were moved will
    appear with asterisk.
Highlight all the visits with asterisk to continue
Highlight each visits with asterisk one at a time
Click **Enter**
Click **Insert**
Type the Volume of the Chart that you moved visits from
After all the visits had been moved back to its original volume, a
    prompt will appear select **Yes** or **No**
Select **Yes**
Cancel Merge filed will appear
Click **OK**
The merging is **Cancelled**

Process to check for Blood Bank(BB) and Anatomical Pathology
Log-On to Affinity:
a. Double Click on the "Live" icon in the Windows Applications window
b. Double Click on the "Live" icon in the destination window, upon
    completing this the Affinity Log-in window should appear

    c. Enter your user code
    d. Press (Tab) on your keyboard
    e. Enter your password, Press (Enter) or select (OK)
    f. Double Click "OVMR" – (Outpatient Unit)
    g. Double Click "ERA" – (Enhanced Results Access)
    h. Type in the first MRUN in the set or group
    i. Press F6 on your keyboard
    j. Compare the name and MRUN of the patient that appears on the screen with the name and MRUN in Smart Merge to be sure the correct patient is selected
    k. Highlight any account
    l. Press (Enter) of Click on (OK), upon completing this step results for all visits, comprehensive view screen will appear

A) Process to Check if Patient is in the Blood Bank

    a. Click the "Comprehensive View" drop down menu in the _bottom left-hand corner_ of the screen
    b. Scroll down to LAB-BLOOD BANK
    c. Click on LAB-BLOOD BANK, upon completing this step results for all visits, LAB-BLOOD BANK screen will appear
    d. If any results are noted in the blue box next to **Blood Bank**, this patient has anatomical pathology so **DO NOT WORK THIS SET**. Mark this set in Smart Merge as "Out of Scope". Continue to the next set or group in Smart Merge
    e. If nothing is noted in any of the blue boxes, this patient is not in the Blood Bank

B) Process to Check if Patient has Anatomical Pathology

    a. Click the view pull down menu on the _bottom left-hand corner_ of the screen
    b. Scroll down to LAB-SURG PATH
    c. Click on LAB-SURG PATH, upon completing this step results for all visits , LAB-SURG PATH screen will appear
    d. If any results are noted in the blue box next to **Surg Path**, this patient has anatomical pathology so **DO NOT WORK THIS SET**. Mark this set in Smart Merge as "Out of Scope"
    e. If "No results found for this view and time range" is noted in the blue box , this patient does not have anatomical pathology records

If neither MRUN has Blood Bank nor PATH SURG., Merge immediately in Affinity.(See Affinity Merge Procedure) Continue to the next set of MRUN's to check for BLOOD BANK or PATH SURG.

REMINDERS:

1. It is not necessary to Merge a **No Visit Record** Manually. It has to
   be done **Electronically** in Smart Merge only to complete the
   process by:
   - a.) Flag "Inactive Records" and select appropriate reason in the
     Existing Reason Selections
   - b.) Flag "Charts Missing/Not Found" under **CHARTS**
   - c.) Enter the "MRUN# and No Visits on File" under **NOTES.**

2. If the Potential Duplicate Numbers are not the Same Person, it has to be
   done Electronically in Smart Merge to complete the process by:
   - a.) Flag "Twins/Multiple Birth, Generational March No Relationship"
     under **RECORDS**
   - b.) Flag "Merge Cancelled" under **CHARTS**
   - c.) Flag Twins/Not the Same person under **TASK**
   - d.) Enter MRUN# and Comments under **NOTES**

3. If the Potential Duplicate Numbers Cannot be Verified such as Social
   Security Number Correction, Date of Birth Correction and Gender
   Correction, it has to be done **Electronically** in Smart Merge to complete the
   process by:
   - a.) Flag " not enough Information "(See note) under **RECORDS**
   - b.) Flag "Chart States Merge Cancelled" under **CHARTS**
   - c.) Enter "Can't Verify, not enough Information" under **NOTES**

4. If potential duplicate numbers belong to a County Employee it has to be
   done **Electronically** in Smart merge to complete the process by:
   - a.)   Flag "Record do not have enough information/no record available"
     under **RECORDS**
   - b.) Flag "chart states verified" under **CHARTS**

5. **Sayre Fire Destroyed Charts:**
   - a.) Verify the essential available chart documents against electronic
     records stored in Affinity and validate the identity of same patient as
     registered in the Affinity Hospital Information System (HIS) with
     duplicate unique medical record numbers.
   - b.) If the surviving medical record number with the Blood Bank and or
     Anatomical Pathology was destroyed in fire; do not electronically
     merge the records in Affinity.
     - 1. Add a Chart Flag to record in Smart Merge as **"Out of Scope"**

     2. Merging Supervisor notifies Lab for instructions
     3. Access the Affinity Medical Records Control Chart Tracking
     4. Change the destroyed chart location in affinity to **"Destroyed in November 2008 Sayre Fire"**
  c.) If any chart/record was destroyed in the fire
    1. Place a copy of the patient "Face Sheet" of the destroyed chart into the surviving medical record chart.
    2. Affix a **"Destroyed in Sayre Fire"** label to the chart
    3. Affix a green **"Merge Alert"** label in front of the chart.
  d.) Perform the electronic merge in Affinity (*See Affinity Merge Procedure*)
  e.) Perform manual merge of all patient medical charts into the surviving medical chart.
  f.) QA the finished chart
  g.) Log the surviving medical records in the affinity and move to designated location(master file, oversized, archive, offsite archive)
  h.) Flag merged chart in Smart Merge **"Complete"** under RECORDS and under CHARTS.

References:	
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