NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES
POLICY AND PROCEDURE DIRECTIVE

SUBJECT: AVAILABILITY OF THE PAPER PORTIONS OF THE MEDICAL RECORD

NUMBER: NN-IM-MR-04

ORIGINAL DATE: 02/06/89

REVIEW/REVISE DATE: 8/15/90, 7/22/92, 7/31/95, 11/24/98, 03/21/02, 04/01/04, 12/02/04, 06/01/08

APPROVAL: */s/ Rosalyne Reynolds*_____, Director

I. PURPOSE

To establish a procedure for preservation, retention, and availability of Northern Nevada Adult Mental Health Services (NNAMHS) medical records.

II. POLICY

Northern Nevada Adult Mental Health Services shall provide for the safe storage and ready availability of all medical records.

III. REFERENCES

1. Conditions of Participation - 42CFR Part 1003, 42CF 164-530 (J) (1) (2)
2. The Committee to Approve Schedules for the Retention & Disposition of official State Records (2/17/99)

3. Nevada Administrative Code Chapter 239.

IV. PROCEDURE

A. INPATIENT RECORDS

1. The medical records for current inpatients shall be stored in the nursing station of the assigned unit.

2. Only authorized personnel may have access to medical records.

3. Medical records shall not be removed from the nursing station for periods of more than one hour except in the case of an extreme emergency. The Health Information Services Director or designee of will be notified of the location of the chart if it is moved in an emergency situation. In these events medical records are to be signed out from the nursing station.

B. OUTPATIENT RECORDS

1. When a consumer is enrolled in an Outpatient Services program, the medical record will be stored in the Health Information Services Department unless checked out according to the following procedure.

C. RECORD CHECK OUT PROCEDURE

1. A check-out card must be completed when one to six records are requested. A “Record Request” form must be completed if seven or more records are requested at one time. Record requests must be provided to the Health Information Services Department at least three hours prior to receipt of the records.

2. Records must be returned to the Health Information Services Department by 5:30 p.m. each day.

3. In the event of an emergency or if an extraordinary situation occurs, arrangements shall be made with the Health Information Director to keep the record for a longer period of time.

4. Records will be available no later than 8:00 am on the day of the scheduled appointments. Pick up and delivery of the records will be arranged between Health Information and Outpatient Staff. Records from morning appointments will be returned to Health Information by 12:30 p.m. and records from afternoon appointments will be returned to Health Information by 5:30 p.m. If a medical record is needed for a late/after 5:30 p.m. appointment or for an emergency, arrangements shall be made with the Health Information Services Director or designee on a case by case basis.

* Records required for unscheduled appointments or walk-in’s will be provided within 20 minutes of request.

5. The person signing out the medical record is responsible for that record until it is returned to the Health Information Services Department.

6. When not stored in HIS, medical records shall be kept in locked offices or attended by staff at all times.

7. Staff members shall not access consumer medical records except when working directly with that consumer or when access to the information is essential to perform job duties.

8. Medical records shall not be removed from NNAMHS grounds EXCEPT BY ORDER OF THE COURT or by permission of the agency director or designee. Upon receipt of an order from the court, the Health Information Services Director or designee shall hand-carry records to the Court. Under no circumstances shall a staff member take any medical record off grounds without prior written approval of the Agency Director and with notice to the Health Information Services Director.

9. Upon discharge, medical records shall be filed in the original form according to terminal digits in the Health Information Services Department. Outpatient and POU records are filed in the same folder as inpatient records to maintain a unit record.

E. AFTER HOURS SECURITY OF MEDICAL RECORDS

1. The Health Information Services Department will remain locked at all times when the department is not occupied by on duty Health Information Services staff.

2. The nursing supervisor will have a key to the Health Information Services Department to facilitate requests or needs for medical records when the Health Information Services Department is closed.

3. When records are removed from the Health Information Services Department by the nursing supervisor, a green check-out card will be completed and filed alphabetically in the box provided.

4. Under no circumstances will the nursing supervisor allow anyone access to the Health Information Services Department after hours or when Health Information Services staff are not present. After hours access is for the emergency attainment of medical records for clinical use only.