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SUBJECT: Office Management	
POLICY AND PROCEDURE: Medical Records	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

POLICY:

The medical record shall be maintained to serve the patient/member and healthcare provider in compliance with legal, accrediting and regulatory agency requirements. All member information is regarded as confidential and obtainable only to authorized persons.

PROCEDURE:

- A. The provider/designee will ensure that there is a system for the following:
 - 1. medical records are available at each encounter and includes outpatient, inpatient, referral services, and significant consultations. There must be a separate medical record for each patient
 - 2. medical records are accessible within the facility, or an approved health record storage facility on the facility premises.

- B. Staff will ensure that exam rooms and dressing areas safeguard patient's right to privacy.

- C. Staff will maintain confidentiality of individual patient information. Individual patient conditions or information not discussed in front of other patients or visitors, displayed or left unattended in reception and/or patient flow areas.

- D. Where applicable, electronic record-keeping system procedures are established to ensure patient confidentiality, prevent unauthorized access, authenticate electronic signatures, and maintain upkeep of computer systems. Security protection includes an off-site backup storage system, an image mechanism with the ability to copy documents, a mechanism to ensure that recorded input is unalterable, and file recovery procedures. Confidentiality protection may also include use of encryption, detailed user access controls, transaction logs, and blinded files.

- E. The PCP will ensure that medical records are not released without written, signed consent from the patient or patient's representative, identifying the specific medical information to be released. The release will indicate to whom

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released and for what purpose. This does not prevent release of statistical or summary data, or exchange of individual identifiable medical information between individuals or institutions providing care, fiscal intermediaries, research entities and State or local official agencies.

- F. The PCP will ensure that medical records are maintained for a minimum of 7 years following patient discharge, except for minors. Records of minors must be maintained for at least one year after a minor has reached age 18, but in no event for less than 7 years. Each Plan must maintain all records and documentation, including medical records, necessary to verify information and reports required by statute, regulation or contractual obligation for 5 years from the end of the fiscal year in which the plan contract expires or is terminated.