



HEALTH AND HUMAN SERVICES POLICY

Department: Health Information Management

Policy Number: 3410

Policy Title: Timely Documentation of Patient Encounters

Revision History: 1/21, 9/21

Revised by/Date: Dr. Mark Bostrom 6/27/24

Commissioner Initials: *mas* **Director Initials:** *[Signature]*

Approved by: *Jan Manary*
Jan Manary, Executive Director of Health Services

Date: 9.30.2024

POLICY: Ideally, all documentation of patient encounters should be completed on the same day as the encounter. If unable to complete on the day of the encounter the maximum time allowed for completion is within 7 days of the patient visit.

APPLICABILITY: This policy applies to clinic providers, Home Care, Family Spirit, Maternal Child Health, and WIC providers.

POLICY DETAILS:

- The division of Health Information Management will identify delinquent medical records as part of their record review. When identified, they will review and then forward an incomplete record notification to the responsible medical provider.
- The medical provider must complete documentation of medical records within a 7-day time period that begins the day of the delivery of the letter.
- If incomplete records are not resolved, the Health Services Director will be notified and will arrange temporary block of the medical provider's clinic schedule until records are completed.
- Once a medical provider is under a blocked schedule, the block will not be lifted until all delinquent medical records have been completed. It is the responsibility of the medical provider to complete their delinquent records as quickly as possible and they are to be responsible for notifying the Health Services Director when records are completed.
- Patient care hours missed due to a blocked schedule will not be counted as paid time worked but use of annual leave time is allowable if available.
- If a medical provider has exhibited a pattern of delinquency requiring more than three schedule suspensions in a calendar year, they will meet with the Executive Director of Health Services and the Medical Director to discuss additional remedies necessary to ensure adherence to this policy.

Replaces Policy Number	
Compliance - Posting Date	
Next Review - Due Date	

Signature: *[Signature]*

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Final Audit Report

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