

CENTRAL CARE POLICY CONSUMER RECORDS SYSTEM

SUBJECT:	CONSUMER RECORDS SYSTEM
ANNUAL REVIEW MONTH:	June
RESPONSIBLE FOR REVIEW:	Director of Central Care
LAST REVISION DATE:	August 2010

Policy

The purpose of this policy is to specify the organization and set forth provisions of the consumer records system for CENTRAL CARE.

A. Each CENTRAL CARE consumer shall have an official record established for each consumer admitted for services.

- Each provider shall maintain records to verify that a service did occur and that the service was appropriate in relations to the Individualized Service Plan (ISP).
- Service records shall substantiate the services billed. Records shall be accurate, signed and dated by persons rendering the service. The content shall include the ISP, ISP reviews, intake information, diagnostic assessment information, medical information and other information that enhances the usefulness of the record as a tool in providing effective services.
- Consumer information regarding critical medical issues (e.g., allergies, life-threatening disease and special precautions) shall be maintained at each service site where the consumer receives services. This information is to be reviewed by all service providers, at a minimum, in conjunction with the ISP Review.
- All known allergies, including drug allergies, shall be “flagged” or conspicuously noted on cover of the consumer’s record and documentation kept on site on all service sites. If there are no known allergies, the statement “No Known Allergies” shall be flagged or conspicuously noted on the cover of the consumer record.
- The consumer’s primary physician and dentist shall be noted in the record with address and phone number.

B. Removal of Records from Residence

- **Appointments**
Consumer records may accompany the consumer to consultation appointments providing the record is never out of the CENTRAL CARE staff member’s presence. Copies of record may only be obtained with proper authorization. All consumer records shall be signed out appropriately using a log which indicates date/time record in/out and responsible person..
- **Emergency Room Visits/Hospitalizations**
Consumer records may accompany the consumer for Emergency Room Visits providing the record is never out of CENTRAL CARE staff member’s presence.

Copies of record may only be obtained with proper authorization. If consumer is scheduled to be admitted to hospital, pertinent information shall be copied to accompany consumer.

C. Consumer records are to be protected at all times against destruction, loss and unauthorized use.

- Consumer records are to be maintained in the residence in a secure location which is accessible to providers.
- All information regarding CENTRAL CARE consumers is **confidential**. Any staff member violating this right will be subject to disciplinary action.
- All consumer records shall be signed out appropriately using a log which indicates date/time record in/out and responsible person.

D. All Records shall be identified at a minimum with the consumers' name and identification numbers (Social Security or BHIS).

E. Release of information from the consumer record shall require proper authorization in accordance with requirements of DHR, MR/MR/SA Client's Rights and applicable laws.

Procedure:

Responsible Person(s)	Action
<p>General Record Responsibilities: Client Record Director or Designee</p>	<ol style="list-style-type: none"> 1. Develops and maintains a record for each individual admitted in accordance with standards for quality care, and the requirements of DHR, MH/MR/SA, JCAHO, and other regulatory agencies. 2. Releases copies of the consumer record (unless the original is required by law) upon proper authorization and in accordance with requirements of DHR, MR/MR/SA Client's Rights and applicable laws. 3. Provides assistance, guidance, and direction to all areas in maintaining consumer records. 4. Maintains and assumes responsibility for Consumer Records to include security of records, filing reports, correspondence, and other essential documents. 5. Ensures that each record contains sufficient information to positively identify the consumer.

6. Protects records from removal and changes in original reports and documentation, making proper corrections and addenda as needed.
7. Files all reports, correspondence and documents essential to the record.
8. Ensures that record entries are legible, dated as required, and have signatures which are identified by title and employee provider number. Entries shall be made in permanent, bib-water soluble blue ink. Felt tip pens shall not be used.

APPROVED:

_____ **TITLE:** Director of Central Care **DATE:** _____
George Harris, LCSW