

# OREGON STATE HOSPITAL

## POLICIES AND PROCEDURES

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**SECTION 2:** Clinical Support Services

**POLICY: 2.009**

**SUBJECT:** Medical Record Forms Management

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**POINT PERSON:** HEALTH INFORMATION DIRECTOR

**APPROVED:** DOLORES MATTEUCCI  
SUPERINTENDENT

**DATE: APRIL 22, 2020**

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### I. POLICY

- A. Oregon State Hospital (OSH) will maintain a medical record forms management program that verifies standardization, effective communication, and efficient review and adoption of procedures for medical record forms used at OSH.
- B. The Medical Records Committee (MRC) is responsible for the medical record forms management program, and must verify that proposed medical record forms and medical record form revisions are promulgated, reviewed, and implemented in a manner consistent with OSH policies and procedures, state government regulations, Centers for Medicare and Medicaid Services regulations, and Joint Commission standards.
- C. All adopted medical record forms must be in a standard uniform format established and approved by the MRC.
  1. Medical record forms must be maintained by HI and made available to staff.
  2. A sample copy of all medical record forms must be kept on file in HI.
- D. The MRC must review forms containing clinical documentation and determine whether the form should be approved for inclusion in the medical record.
  1. State agency forms may be included in the medical record if approved by the MRC.
  2. Any new or existing medical record form that requires emergency approval to meet a regulatory requirement must be referred to the MRC Chair and Health Information Department (HI) Director for review and approval.
- E. Printing requests for paper medical record forms must be processed through HI. An approved pilot medical record form may be reproduced at a photocopy machine.

- F. A list of medical record forms stocked by, and which may be requisitioned from, the Material Distribution Warehouse will be maintained in the Warehouse Catalog.
- G. Staff must follow Procedures A, "Medical Record Forms Process".
- H. Medical record forms implemented or revised outside the process in procedures attached to this policy or without the approval of MRC, including form revision for pilot projects, will be considered to be invalid and may not be used in the medical record.
- I. This policy applies to all staff, including employees, volunteers, trainees, interns, contractors, vendors, and other state employees assigned to work at OSH.
- J. OSH follows all applicable regulations, including federal and state statutes and rules; Oregon Department of Administrative Services, Shared Services, and Oregon Health Authority policies; and relevant accreditation standards. Such regulations supersede the provisions of this policy unless this policy is more restrictive.
- K. Staff who fail to comply with this policy or related procedures may be subject to disciplinary action, up to and including dismissal.

## **II. DEFINITIONS**

"Medical record form" for the purposes of this policy means a paper or electronic document with blank spaces for specific data used by staff to collect observations and facts concerning a particular patient. The medical record form identifies the patient, justifies the diagnosis, documents treatment and the patient's response to treatment, and is filed in the patient's medical record.

"Sponsor" for the purpose of this policy means the person who maintains responsibility for the medical record form, including any necessary changes or updates.

## **III. PROCEDURE**

Procedure A      Medical Record Forms Process

## **IV. ATTACHMENT**

Attachment A      Medical Record Committee Process Map

## **V. REFERENCES**

42 CFR § 482.24.

Department of Human Services (2002, April). Forms – creating and distributing policy, DHS-050-004. Author.

Department of Human Services (2002, April). Forms – creating and distributing procedure, DHS-050-004-01. Author.

Oregon State Hospital Policy and Procedure Manual. *Clinical documentation*, 6.045. Author.

Oregon State Hospital Policy and Procedure Manual. *Data governance*, 1.014. Author.

Oregon State Hospital Policy and Procedure Manual. *Medical record maintenance and transportation*, 2.014. Author.

<b>Responsible Person/Group</b>	<b>Procedures</b>
Sponsor	<ol style="list-style-type: none"> <li>1. Submit a draft new or revised form to the Medical Records Committee (MRC) before any clinical use by completing the Medical Record Form Request obtained from Health Information.</li> <li>2. Attend MRC to present the new or revised form.</li> <li>3. If MRC approved a form being used as a pilot, notify MRC of any form change.</li> <li>4. Return to MRC as scheduled to request final approval of the form.</li> <li>5. Reply to inquiries regarding form copyright law or regulation verification.</li> <li>6. File granted document copyright exceptions.</li> </ol>
Staff	<ol style="list-style-type: none"> <li>1. Before making photocopies of copyrighted materials, contact the form sponsor to verify copyright law or regulation will not be violated.</li> <li>2. Submit form revision requests to the sponsor.</li> <li>3. Submit a form decision appeal to the MRC chairperson.</li> </ol>
MRC	<ol style="list-style-type: none"> <li>1. Review forms submitted to MRC.</li> <li>2. Approve or deny submitted form requests.</li> <li>3. If the request is denied, provide feedback on the reason(s) for the denial.</li> </ol>
Health Information (HI)	<ol style="list-style-type: none"> <li>1. After a new paper medical record form or revision is approved, review the form with the sponsor to format the document, obtain a form number, and decide whether the form will be electronic or printed and stocked at Material Distribution Warehouse (MDW).</li> <li>2. If revisions are needed, contact the form sponsor and make the revision, when possible, before ordering new stock.</li> </ol>
Technology Services	<ol style="list-style-type: none"> <li>1. When a new electronic medical record form is approved by MRC, build the form into the electronic health record,</li> <li>2. Enter the form into the electronic health record update release schedule.</li> <li>3. Coordinate with HI to create a corresponding downtime form for the Avatar Downtime Binder.</li> </ol>

<p>Materials Distribution Warehouse (MDW)</p>	<ol style="list-style-type: none"><li>1. Forward medical record forms stocked in MDW to HI for review.</li><li>2. Submit a purchase order to Procurement Services for printing request job other than reproduction such as: binding, punching more than three holes, padding, stapling more than 30 sheets, multiple-copy form. Include:<ol style="list-style-type: none"><li>a. a “camera-ready” sample;</li><li>b. pertinent instructions (<i>e.g.</i>, copy back to back, etc.); and</li><li>c. a completed DHS 1001, Forms Design and Printing Request with the purchase order.</li></ol></li></ol>
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