



### **ADMINISTRATIVE POLICIES & PROCEDURES**

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#### **POLICY: MEDICAL RECORDS POLICY**

**DESCRIPTION:** To establish guidelines for the contents, maintenance, and confidentiality of patient Medical Records that meet the requirements set forth in Federal and State laws and regulations, and to define the portion of an individual's healthcare information, whether in paper or electronic format, that comprises the medical record.

#### **OVERVIEW:**

Lane Community College Health Clinic ensures that the medical patient protected health record is maintained in a manner that is consistent with legal requirements and is current, standardized, detailed, organized, and available to practitioners at each patient encounter. This facilitates coordination and continuity of care, and permits effective, timely, quality review of care and service.

#### **DETAILS:**

##### **CONFIDENTIALITY**

All personnel having access to patient protected health records must sign a Clinic Staff Confidentiality statement.

Protected Health Information (PHI) may not be disclosed without the consent of the patient. Patients will be afforded the opportunity to consent to or deny the release of identifiable medical or other information except as require by law.

Each patient protected health record will be filed, stored, restricted from public access, utilizing standardized and centralized electronic health records system (NextGen EPM/EHR). This system will assure ease of retrieval, availability and accessibility as well as confidentiality of the patient protected health record.

All patients will have the ability to review, inspect and/or obtain a copy of their Protected Health Information in their Medical Record.

##### **DESIGNATED RECORD SET**

An individual record is maintained for each patient. To ensure that all Medical Electronic Health Records are maintained in a manner that is consistent with the legal requirements and current standards facilitating effective, timely, quality review of patient care and services.

## **PATIENT ACCESS DEFINITIONS**

These are definitions to terms found in the Patient Access and Security Rules under HIPAA. Understanding of these definitions will enable all medical staff to ensure all Patient Protected Health Information (PHI) is secure.

### **DOCUMENT IDENTIFICATION**

All documents must be identified so that proper filing will be complete accurately  
All documents should have a patient's name and date of birth clearly identifying the patient so that all documents are placed in the correct patient Medical Record.

### **PATIENT ACCESS TO PROTECTED HEALTH INFORMATION**

All patients will have the ability to review, inspect and/or obtain a copy of their Protected Health Information in their Medical record. Patients may request to review and inspect their Medical Records at any time. A patient does not have the right to immediate access to his or her medical record under the HIPAA Privacy Rule.

### **PATIENT RELEASE OF PROTECTED HEALTH INFORMATION**

To provide practices protecting the confidentiality, privacy, and security of all Protected Health Information in compliance with patient expectations, regulations, and community standards; including but not limited to the Confidentiality of Medical Information Act and Health Insurance Portability and Accountability Act (HIPPA.)

Medical Records Staff will never under any circumstances release Medical Record Information without a signed Authorization for Use and/or Disclosure of Protected Health Information Form.

Patients may request a copy of their Medical/Dental Health Information record by completing and signing an Authorization for Use and/or Disclosure of Protected Health Information Form. All patient Medical/dental Health Information requests will be completed within 10 business days.

### **PATIENT REQUESTED AMENDMENT TO PROTECTED HEALTH INFORMATION**

The HIPAA Privacy Rule requires Lane Community College Health Clinic, to act upon a patient's request to amend Protected Health Information about them that they believe is incorrect or erroneous

Requests for amendments to Protected Health Information must be acted on within 60 days of receipt of request. Up to an additional 30 day extension is allowable if Lane Community College Health Clinic is unable to act on the request within the deadline, but Lane Community College Health Clinic must provide the patient a written reason for the delay and the date by which Lane Community College Health Clinic will complete the action on the request. This written statement describing the reason must be provided within the standard deadline. Lane Community College Health Clinic may only extend the deadline once per request for amendment.

## **CONFIDENTIALITY BREACH ALLEGATION**

To provide guidelines for handling a patient's complaint or allegation of confidentiality breach.

The Lane Community College Health Clinic assures the patient that the health center will honor the patient's right to file a complaint and will not retaliate against them or deny services based on filing a claim.

The Lane Community College Health Clinic, Notice of Privacy Practices, informs our patients of their rights under HIPAA's Privacy Rule to file a complaint with our Medical Records Supervisor/Privacy Officer and the Office of Civil Rights (OCR) when they have reason to believe we have violated their privacy rights.

The Clinic Director or appointed designee will take all complaints and/or allegations of non-compliance seriously and will fully investigate the allegations to determine what course of corrective action, if any, needs to be taken. The Clinic Director or appointed designee will notify the patient in writing the outcome of the investigation and what corrective action, if any, was taken within 60 days.

## **RETENTION OF MEDICAL RECORD**

Lane Community College Health Clinic must maintain medical records on all patients in accordance with accepted professional standards and practices. The medical records are completely and accurately documented, readily accessible, and systematically organized to facilitate retrieving and compiling information. All patient care medical records will be stored for no less than ten (10) years.

Lane Community College Health Clinic recognizes the confidentiality of medical record information and provides safeguards against loss, destruction, or unauthorized use. Written procedures govern the use of records and the conditions for release of information.

## **DESTRUCTION OF MEDICAL RECORD**

To provide guidelines on the removal, destruction or recycling of paper and electronic medical records properly. To ensure that during the destruction process the patients' Protected Health Information is not improperly disclosed.

Lane Community College Health Clinic has a duty to protect the confidentiality and integrity of confidential medical information as required by law, professional ethics, and accreditation requirements. Protected Health Information may only be disposed of by means that assure that it will not be accidentally released to an outside party.

All papers with protected health information are deposited in locked bins and are shredded and disposed of under contract with a confidential document disposal company.

**REFERENCES**

Health Insurance Portability and Accountability Act (HIPAA) Privacy & Security Rule,  
45 CFR 160-164.524

Medicare Conditions of Participation, 42 CFR Sections 482.24

Section 13101 - 13424 of Title XIII (Health Information Technology for Economic and  
Clinical Health Act) of the American Recovery and Reinvestment Act of 2009