

Policy: **Delinquent Medical Records**
Approver(s): Medical Staff
Initiated: October 2010
Last Approved Date: November 2017
Reference:
Responsible Department(s): Health Information Management and Medical Staff

1.0 DEFINITIONS:

- 1.1 A physician is considered delinquent thirty (30) days after the medical record has been analyzed by the Medical Records Department and entered into the incomplete chart tracking computer system.
- 1.2 A physician is considered suspendable fifteen (15) days after the medical record has been declared as delinquent by the Medical Records Department staff and entered into the incomplete chart tracking computer system.

2.0 POLICY: To ensure completion of medical records within the required timeframes, as stated by DNV, NYS Department of Health, and the hospital Bylaws and Rules and Regulations. Physicians who have medical records that are delinquent for fifteen (15) or more days may have their admitting privileges suspended until the delinquency has been cured.

3.0 RELATED POLICIES: N/A

4.0 PROCEDURE:

- 4.1 A list of delinquent physicians will be generated by the Health Information Management (HIM) Department every Tuesday and distributed to the Department Chairs who have members on the list, the Chief Medical Officer, key Medical Office Staff personnel, and the Senior HIM Director.
- 4.2 The Medical Staff Office will review the list and will forward to all members of the medical staff via email. If the Medical Staff Office does not have an email address for a physician, then his or her office will be called and an email address requested. It is the responsibility of each medical Staff member to check the list and to resolve any delinquencies. This is the only notification sent to Medical Staff members.
- 4.3 If there are extenuating circumstances, such as vacations, illness, etc., then the incomplete records will be placed on hold upon proper notification by the physician to the Medical Staff office. If no extenuating circumstance exists, a physician will have fourteen (14) days to complete his or her medical records from the date on the email. If the records are not completed in that time period, then on the 15th day, the physician will be automatically and temporarily suspended from staff. Once the records have been completed, the physician will be reinstated. However, if there are repeated suspensions, the physician will need to appear before the Medical Executive Committee before he or she can be reinstated.

5.0 PERMANENT FILING OF INCOMPLETE MEDICAL RECORDS:

- 5.1 When charts are incomplete for a prolong period of time, physician has expired, or physician has left the area we notify VP of Physician Staffing with a list of physicians along with the charts that are incomplete including the deficiency.
- 5.2 The list of charts are presented to Medical Executive Board for the ok to file “as is”
- 5.3 When permission has been granted from Medical Executive Board an incomplete medical records document signed by the director of HIM is placed in the chart this document states who the physician is and the deficiency

6.0 DOCUMENTATION: N/A

6.0 FORMS: N/A