

MOUNT ROGERS COMMUNITY SERVICES BOARD

TITLE: Protocol for Identifying Errors and Making Corrections to Electronic Health Record

I. PURPOSE AND AUTHORITY

To provide a protocol for identification and correction of documentation errors in the electronic health record.

II. PROTOCOL

A. *Identifying Errors*

This protocol would be executed in the event that a provider, supervisor, quality assurance, administrative staff and/or any outside reviewer identify an error in documentation in an individual's electronic health record. These errors could be identified through the service approval process, utilization review and/or the administrative billing process.

B. *Correction of Documentation Errors*

If a documentation error is identified, an Amendment Service Form must be completed and attached to the original service. The Amendment Service Form can be located as follows:

- In Credible, on the Home page, under Links on the left side of the screen, click on Credible How To's
- This will take you to Mount Rogers Community Services Board's website. In the Helpful Info. tab at the top, choose Training Materials.
- Click on Credible Behavioral Health under the Training Materials.
- Then choose Amendment Service Form.

The Amendment Service Form will require the following information:

- Individual's Name
- Date of Birth
- Service ID you are amending
- Date of Service Amendment
- Reason for Amendment
 - Missed Necessary Question
 - Original information was inaccurate
 - Additional information needed
 - Other (if this option is chosen, you be provided a text box to describe the reason)
- Amendment Info - a text box will be provided for documentation of the amended information.

Once the Amendment Service Form has been completed, save as a PDF file to your desktop. The following are steps to save as a PDF:

- Choose print
- For your printer, choose either CutePDF Writer and click print (this is not actually going to print to a printer)
- You will then get the 'Save As' box – save the document to your desktop
- In Credible, click on the original service in which you want to attach the PDF file
- Click Attach New in the right corner
- In the Description Box, enter Amendment Service Form and the date in which you completed the Amendment Form (Amendment Service Form_7-26-2013)
- For Select File: click on the Choose File button, choose the file from your desktop and click Open
- Then Click Upload File
- Once you have uploaded the file, make sure it has attached correctly and then delete the document from your desktop.

If a documentation error is identified by someone other than the provider, the provider will be notified of the error and the above process will be completed by the provider. If the provider is no longer assigned to the individual, another staff person having access to the individual may complete the Amendment Service Form and attach it the original service.

If the documentation has been recorded on the wrong individual, the provider will contact the Office of Reimbursement to have the service linked to the correct individual.

C. *Correction of Other Errors*

Other identified errors could include date of service, location of service, recipient of service, and time in and/or time out of service.

Once the error has been identified and the service is still in Complete status, the provider will have the service unapproved by the supervisor. The provider will then make the correction through updating. Once the correction is made, the supervisor will then need to re-approve the service if applicable.

If the service is in Batched, Resubmit, Transfer or Paid status, the provider must notify the designated lead staff or the Office of Reimbursement to make the correction.

An electronic log is utilized to monitor and track any access and/or updates to each individual's record.