
Working Together to Serve the Community

ADMINISTRATIVE POLICY AND PROCEDURE MANUAL

Policy Name:	Delinquent Medical Record Policy	No. I.11
Policy Purpose:	To establish a consistent policy and procedure for processing incomplete and delinquent medical records.	
Policy Statement:	All chart deficiencies must be completed within 30 days of discharge per the PA Department of Health and the Medical Staff Rules and Regulations. Those that remain incomplete more than 30 days after discharge shall be considered delinquent and the physician shall be subject to a monetary penalty.	

Performed by: HIM Staff, Medical Staff, Medical Staff Office

Procedure:

1. The HIM Department will send chart profile warning letters to all physicians on an every other week schedule. The letter will inform the physician of the status of his/her incomplete charts and/or impending delinquency.
2. Delinquency status will begin on the following week, i.e. every other Thursday at 12:00 noon.
3. On the Monday of the delinquency week, the HIM Department will notify each physician that he/she will be deemed delinquent at 12:00 noon on Thursday if all available delinquent charts are not completed prior to that time. Notification may be via fax or phone call and this will serve as the final notice to the physician.
4. A master list of all physicians placed on delinquent status will be circulated to Senior Management, the Chief Medical Officer, Chairman of the Medical Executive Committee, System Department Chairmen and Division Chiefs, the Medical Staff President, and the Medical Staff Office.

Action Plan for Chronicity in Failing to Comply with Delinquent Medical Records Policy:

1. Any physician who is delinquent for failure to complete medical records three (3) or more times within one year (a rolling 12-month period) shall be deemed a chronic offender.
2. Chronic offenders shall have an assessment placed on their annual dues equal to \$10.00 for each chart on the delinquent list subsequent to the establishment of their chronic offender status. Additional dues assessment will be levied cumulatively on a bi-weekly basis (each Thursday inventory) until all delinquent records are completed.
3. Chronic offenders shall be informed in writing of the cumulative dues assessment by their Department Chair when the annual dues invoices are distributed in December.
4. Requests for exceptions of the assessment will be considered in instances of illness, vacation, meeting attendance or in extenuating circumstances. The request must be submitted in writing by the physician to the appropriate Department Chair and Chief Medical Officer for consideration. The outcome of the request (granting or denying the exception) will be in writing and signed by the Department Chair and Chief Medical Officer.

Origination Date: June 12, 2000

Previous Revision Date: 11/11/03

Revision Date:

Review Date: 11/05 11/06 11/07 11/08

Key Contact: Director, HIM

Approved/Reviewed at MEC July 19, 2004 (Effective Date 10/1/04)