



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Information Management
	Sub Section	Clinical Records Documentation
	Section Number:	05.01.05
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Chief of Operations Behavioral Health Services	_____	_____

SUBJECT: Corrections/Amendments to Encounter Documents when Provider is No Longer a County Employee

PURPOSE:

To establish procedures to manage service documentation that is incomplete due to an employee separation from Behavioral Health Services (BHS).

POLICY:

It is the policy of BHS that chart documentation accurately and thoroughly reflects services provided.

SCOPE:

This policy applies to all BHS clinics.

FORMS:

BHS Form F346-683 (R1/13) Encounter Document (ED)/Progress Note

DEFINITIONS:

The ED/progress note is used to capture billing information as well as thorough and accurate documentation of the services provided to BHS consumers. Occasionally after the clinician leaves county employment an ED/progress note is found that is incomplete. Some required information is missing but is available elsewhere on the document or other documents and is referred to as a technical error. Other required information on this document is missing but unavailable from any source other than the unavailable clinician who provided the service. This information is referred to as a content error.

Technical errors include, but are not limited to:

- Failure to select the location of service when the note makes that location clear.
- Failure to select a Current Procedural Terminology (CPT) Code when the note makes it clear what service was provided.

Content errors include, but are not limited to:

- A note that is completely missing or does not describe the service provided.
- Failure to select the diagnosis that was treated.
- Failure to sign the note.
- Failure to indicate the location of service when the note does not make that location clear.

PROCEDURE:

- I. For Children, Youth & Prevention Behavioral Health programs and Adult and Older Adult Behavioral Health programs:
 - A. Upon notification by the Medical Coder, Authority and Quality Improvement Services (AQIS) or other clinic support staff that an ED written by a former BHS employee contains errors, the chart and ED shall be given to the supervisor. For clinics utilizing the Electronic Health Record (EHR), an internal email within the EHR will be sent to the supervisor regarding the errors.
 - B. The supervisor shall **correct technical errors**. For every change that is made, the supervisor shall note the change as a correction, with the date of correction and the supervisor's initials aside the correction. Within the EHR, all changes made by the supervisor will be date/time stamped along with their electronic signature.
 - C. The supervisor **shall not correct content errors**. The supervisor shall date and initial the ED as a non-compliant service. Within the EHR, the supervisor shall change the billable code to a non-compliant code which will be date/time stamped along with their electronic signature.
 - D. Should the supervisor be uncertain regarding any missing information, the supervisor **shall not** correct that missing information, regardless of what type of error.