

## **RECORD KEEPING**

Records must be maintained in an organized and standardized format and comply with accepted medical record keeping standards. All records must be retained for a period of five years from the date of the last payment. In the case of an audit, the records must be maintained until the audit is complete, even if the five years is exceeded.

Refer to chapter one (General Information and Administration) for more information regarding record keeping.

### **Content and Organization of the Medical Record**

The records must contain sufficient information to identify the recipient, indicate contact information, justify clinical diagnosis, and warrant the treatment and end results. The required content includes:

- Personal data
- Medical history, physical exam, clinical findings, diagnostic/laboratory orders, results, and treatment
- Scheduled revisits
- Telephone encounters of a clinical nature
- Documentation of continuing care, referral, and follow up
- Signed informed consent
- Signed refusal of services
- Allergies and drug reactions
- Allow for entries by counseling and social service staff

Records must be:

- Systematically organized, complete, legible, and accurate
- Signed in ink by the clinician (name, title, date)
- Readily accessible immediately upon request by DHH, federal agencies and Attorney General's office
- Supportive of the services provided
- Confidential, safeguarded against loss or use by unauthorized persons
- Secured in a locked cabinet when not in use
- Available for review upon the recipient's request

**Confidentiality and Release of Records**

Providers must:

- Maintain a confidentiality assurance statement and HIV information according to state law and be kept separate whenever possible
- Have the recipient's written consent for the release of personal identifiable information, except as may be necessary to provide services or as required by law
- Comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations and other applicable state and federal laws