

TITLE:

Medical Records Requirements

PURPOSE:

First Coast Advantage shall **Revised 09/01/09: ensure maintenance of Medical Records** for each Member in accordance with the contract. The Medical Records shall include the quality, quantity, appropriateness, and timeliness of services as outlined.

PROCEDURE:

- A. First Coast Advantage shall include the Medical Record standards set forth below for each Member's Medical Records, as appropriate:
1. The Member's identifying information, including name, Member identification number, date of birth, sex and legal guardianship (if any) must be clearly indicated.
 2. Each record must be legible and maintained in detail Revised 07/23/08: consistent with the clinical and professional practice which facilitates effective internal and external peer review, medical audit and adequate follow-up treatment.
 3. The record shall include a summary of significant surgical procedures, past and current diagnoses or problems, allergies, untoward reactions to drugs and current medications.
 4. All entries must be dated and signed by the appropriate party.
 5. All entries must indicate the chief complaint or purpose of the visit, the objective, diagnoses, medical findings or impression of the provider.
 6. All entries must indicate studies ordered (e.g., laboratory, x-ray, EKG) and any referral reports must be included.
 7. All entries must indicate therapies administered and prescribed.
 8. All entries must include the name and profession of the provider rendering services (e.g., MD, DO, OD), including the signature or initials of the provider.
 9. All entries must include the disposition, recommendations, and instructions to the Member, evidence of whether there was follow-up and outcome of services.
 10. All records must contain an immunization history.
 11. All records must contain information relating to the Member's use of tobacco products and alcohol/substance abuse.
 12. All records must contain summaries of all Emergency Services and Care and Hospital discharges with appropriate medically indicated follow up.
 13. There must be adequate documentation of referral services in Members' Medical Records.
 14. The record should reflect all services provided by providers. Such services must include, but not necessarily be limited to, family planning services, preventive services and services for the treatment of sexually transmitted diseases.

-
15. All records must identify the primary language spoken by the Member and any translation needs of the Member.
 16. All records must identify Members needing communication assistance in the delivery of health care services.
 17. All records must contain documentation that the Member was provided written information concerning the Member's rights regarding advance directives (written instructions for living will or power of attorney) and whether or not the Member has executed an advance directive. Neither First Coast Advantage, nor any of its providers shall, as a condition of treatment, require the Member to execute or waive an advance directive.
 - 18. Revised 09/01/09: Copies of any advanced directives executed by the member.**
 19. First Coast Advantage must maintain written policies and procedures for advance directives.
- B. First Coast Advantage shall maintain a behavioral health Medical Record for each Member. Each Member's behavioral health Medical Record shall include:
1. Include documentation sufficient to disclose the quality, quantity, appropriateness and timeliness of Behavioral Health Services performed.
 2. Be legible and maintained in detail consistent with the clinical and professional practice which facilitates effective internal and external purity, medical audit and adequate follow-up treatment.
 3. Clearly identify for each service provided:
 - a. The provider or other service provider
 - b. Date of service
 - c. The units of service provided
 - d. The type of service provided
- C. First Coast Advantage shall ensure Confidentiality of Medical Records
1. First Coast Advantage shall maintain the confidentiality of Medical Records in accordance with 42 CFR, Part 431, Subpart F. This shall also include confidentiality of a minor's consultation, examination, and treatment for a sexually transmissible disease in accordance with section 384.30(2), F.S.
 2. First Coast Advantage shall maintain compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act (HIPAA).