UNIVERSITY OF SOUTH CAROLINA SCHOOL OF MEDICINE
EDUCATIONAL TRUST d/b/a UNIVERSITY SPECIALTY CLINICS

SUBJECT: Completion of Medical Records

Policy: Documentation of care and treatment provided to patients is important in the continuity of care and provision of safe care. The clinical faculty and staff of the University of South Carolina School of Medicine Educational Trust d/b/a University Specialty Clinics recognize the importance of timely and accurate documentation of care provided to its patients, and comply with applicable laws and regulations in the completion of medical records documentation.

Procedure:

1. Verification of incomplete medical records

   a. The individual clinical departments have the responsibility of monitoring incomplete medical records on a regular basis.

   b. It is the responsibility of individual attending physicians to obtain coverage from another same level physician for significant entries in their patients’ medical records when out-of-town or otherwise not available for a period of time. In the alternative, the physician may commit to access of his patients’ records remotely during the period of physical absence.

2. Time frame for completion of medical records

   a. Medical records forwarded by resident physicians for completion by the attending physician must be reviewed, completed and signed by the attending physician within ten (10) days from the date the entry is forwarded by the resident.

   b. If a resident physician is not involved in the patient’s care, the attending physician’s documentation must be completed within ten (10) days from the date of patient visit.

   c. The Department Chair has the discretion of extending the time frame under certain circumstances deemed appropriate by the Department Chair such as in cases of personal emergencies or urgent departmental needs for patient care coverage. Additionally, the Department Chair has the discretion to shorten the time frame if warranted by the situation.
d. Laboratory or diagnostic results and patient messages must be reviewed and addressed within three (3) business days from the time of receipt from within the University Specialty Clinics electronic medical record system.

e. No billing for services provided shall be submitted until the record for such service is completed.

3. Corrective action for non-compliance

a. It is the responsibility of the Department Chair to ensure that appropriate action is taken for non-compliance with this policy.

b. The Department Chair will assess and provide any reasonable assistance needed by the attending physician within a period of time agreed upon by both the Department Chair and the physician. The assistance may include but not limited to billing compliance refresher training, professionalism classes, individual instruction on certain aspects of the electronic health record system and a corrective action plan.

c. If the non-compliance continues, the following administrative actions will be followed:

i. Counseling or verbal warning for initial non-compliance

ii. Written reprimand if record(s) not completed after twenty (20) business days from date of verbal warning.

iii. Suspension of supplement compensation if record(s) not completed after twenty (20) business days from date of written reprimand.

iv. Consider other actions such as non-renewal of employment agreement

References:
S.C. Code of Laws Section 40-47-110 (24)

Original Date of Policy:
April 16, 2013

Approved:

William D. Anderson, M.D.
Chief Medical Officer