

Sample Policy

POLICY: Documenting in Medical Record Under Incorrect User Login

CUSTOMER EXPECTATION: A comment will be made next to each entry indicating the login error.

PERFORMANCE EXPECTATION: Login correction occurs within a timely manner.

PROCEDURE:

1. Error is identified.
2. Login error verification form (see example below) is completed.
3. Notify Health Information Management (HIM) Documentation Quality Manager.
4. HIM Documentation Quality Manager reviews with HIM Director.
5. HIM Director contacts Manager and Human Resources regarding the login error.
6. HIM Documentation Quality Manager or Coordinator contacts users and the Manager regarding login error.
7. Both users and the Manager sign the login error verification form to acknowledge login error.
8. User who documented under the incorrect user sits with HIM and amends all electronic documentation with standard verbiage to reflect the correct user.
 - a. Standard Verbiage: All electronic documentation done in the medical record of <patient's name> (MRN: <patient's MRN>) under <user's full name and credentials> on <date of the error> between <start time of error> and <end time of error> was actually documented by <user's full name and credentials>. I hereby authorize this statement as a true statement.
9. Login error verification form is scanned to the legal section of the medical record.