



Interior Health

Health Information Management Health Record Services Provider Guidelines Record Completion Process - Incomplete Record Deficiencies Meditech Web	HIM 0009-01	
	Created:	May 20/21
	Revised:	April 2024
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Quantitative Analysis

Inpatient and surgical daycare accounts are reviewed for completeness and accuracy as per Policy MSQ0500.

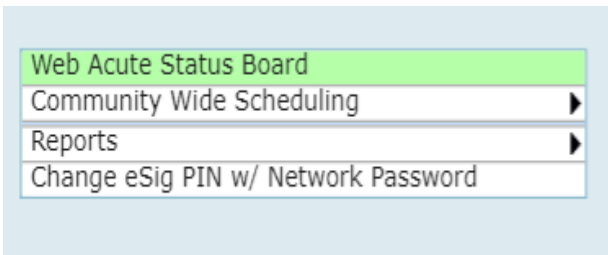
<http://insidenet.interiorhealth.ca/infoResources/policies/Documents/Completion%20of%20Health%20Records.pdf>

After discharge, Health Record Services staff perform quantitative analysis when the chart is assembled. Deficiencies are assigned if the following documentation is missing or incomplete: Discharge Summary, Operative Report, BC Labour and Birth Summary Record, or BC Newborn Record.

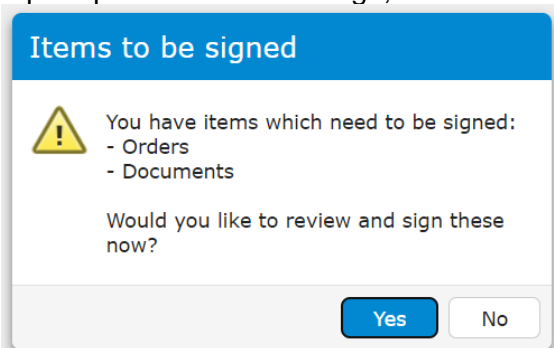
Process differs between sites that are fully electronic, such as RIH, and sites that are not fully electronic.

Sites that are NOT Fully Electronic

The following screen shots illustrate how to view deficiencies assigned to medical staff using the Web Acute Status Board.



If prompted with items to sign, select No

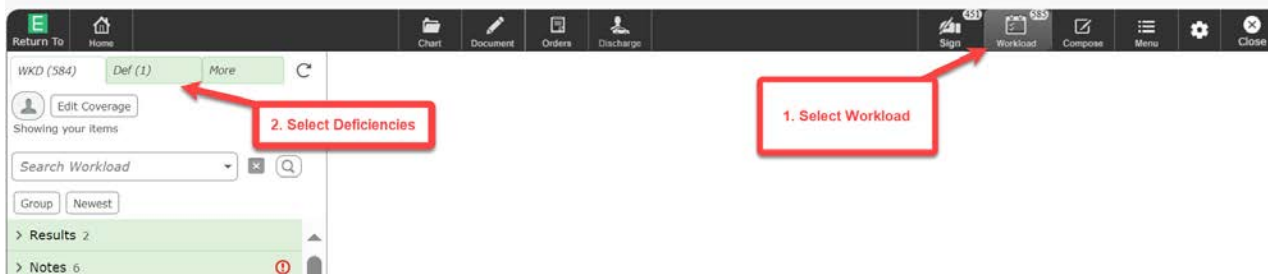




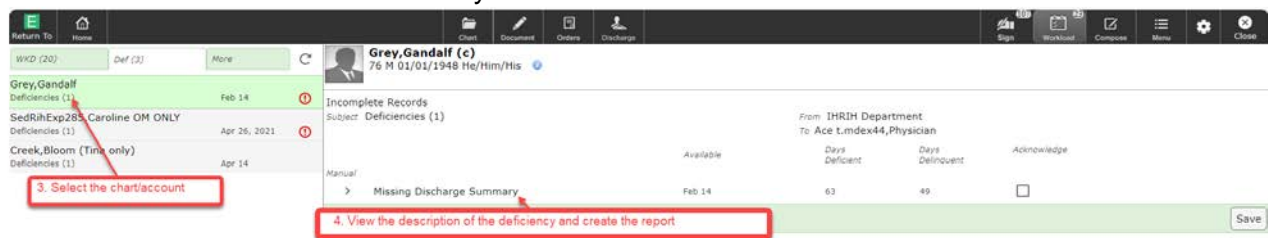
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A deficiency list is available in Workload



A list of charts (accounts) with deficiencies will appear on the left. Select the chart/account to view the deficiency



Create the report using PDOC or dictation/transcription.

Once the report has been created, Health Record Services staff will complete the deficiency the next business day and the deficiency will be removed from the Provider's workload.

In efforts to ensure that Provider concerns and messages are accurately received and responded to in a timely manner, please do NOT use Meditech messaging to communicate to Health Records.



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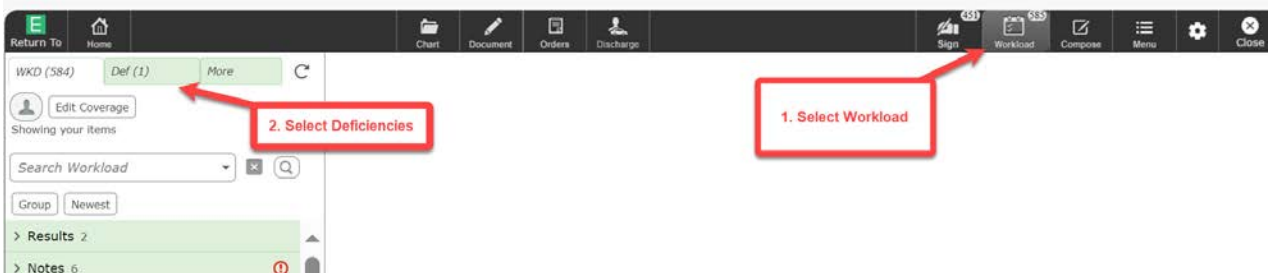
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Sites that are Fully Electronic

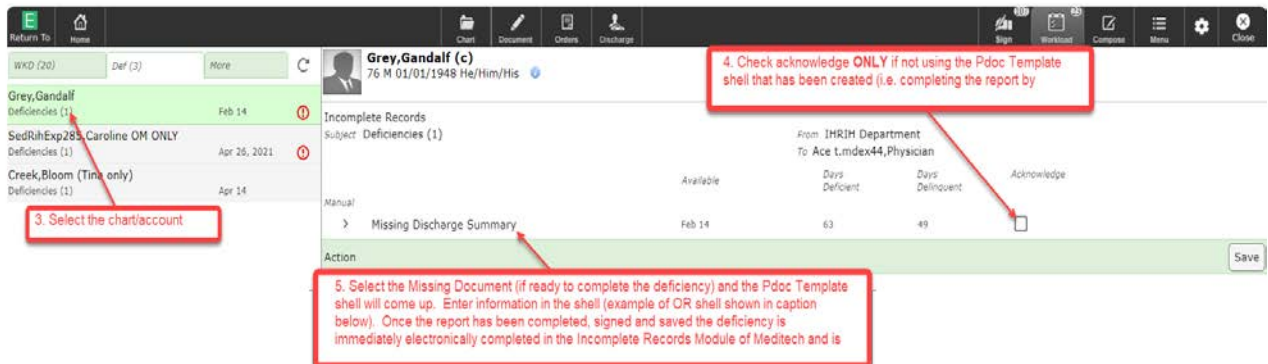
Pending Pdoc Shell reports (templates) are created by Health Record staff for each deficiency assigned. There are two ways in which Providers can complete deficiencies at fully electronic sites:

- Pdoc Users** (an automated process for providers documenting electronically)
 - The Provider receives an ICR notification in the workload panel and has the ability to click on the notification and modify and edit the existing blank template (pending shell) and Sign the document. Once the document is filled in and signed the deficiency will be marked complete and automatically cleared immediately from the ICR module.

A deficiency list is available in Workload



A list of charts (accounts) with deficiencies will appear on the left. Select the chart/account to review and complete the deficiency



If the deficiency is inaccurate the Provider must contact the Health Record Department in order to clear the deficiency from the Provider's profile.

Deleting the pending shell in the Pdoc report will not remove it from the Incomplete Record Module in Meditech.

In efforts to ensure that Provider concerns and messages are accurately received and responded to in a timely manner, please do NOT use Meditech messaging to communicate to Health Records.



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Operative Report Preview Rapid Entry Save Sign

Author: Physician Ace t.mdex44, MD

Operative Report Add Content

Operation Report

Operation Report

Date of Operation:
[]

PREOPERATIVE DIAGNOSIS
[]

POSTOPERATIVE DIAGNOSIS
[]

OPERATION PERFORMED
[]

SURGEON:
[]

SURGICAL ASSISTANT:
[]

ANESTHESIA:
[]

CLINICAL HISTORY
[]

OPERATIVE PROCEDURE
[]

Once report is complete, select Save (to save data and return later) or Sign (to submit and complete the report).

Signing the report will complete the deficiency and the Incomplete records message will automatically be removed from your list.



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2. **Non PDoc Users** (a manual process as per sites that are not fully electronic)

The Provider receives an ICR notification in the workload panel and can complete the deficiency using transcription services.

Health Record Services staff will then work collaboratively with the Medical Documentation Team to delete Pending Pdoc Report Shells and ensure deficiencies are cleared from Provider Profiles.

This manual method is not as efficient and Providers are encouraged to use Pdoc in order to avoid receiving ICR notices after dictating, increasing the potential for duplication of work.

REVISIONS

Implemented By	Revision Date	Approved By	Approval Date	Reason
PPL RIH Health Record Services		Regional Manager, Health Record Services	May 20, 2021	
PPL RIH Health Record Services	June 23, 2021	Regional Manager, Health Record Services	June 23, 2021	Clarification of process for older deficiencies prior to go live
	Sept. 20, 2021	Regional Manager, Health Record Services	Sept. 20, 2021	Added all 5 types of deficiencies to page 2.
Health Record Services Leadership	April 07 2024	Manager Health Record Services	April 07 2024	Regionalized process to accommodate multiple sites



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