

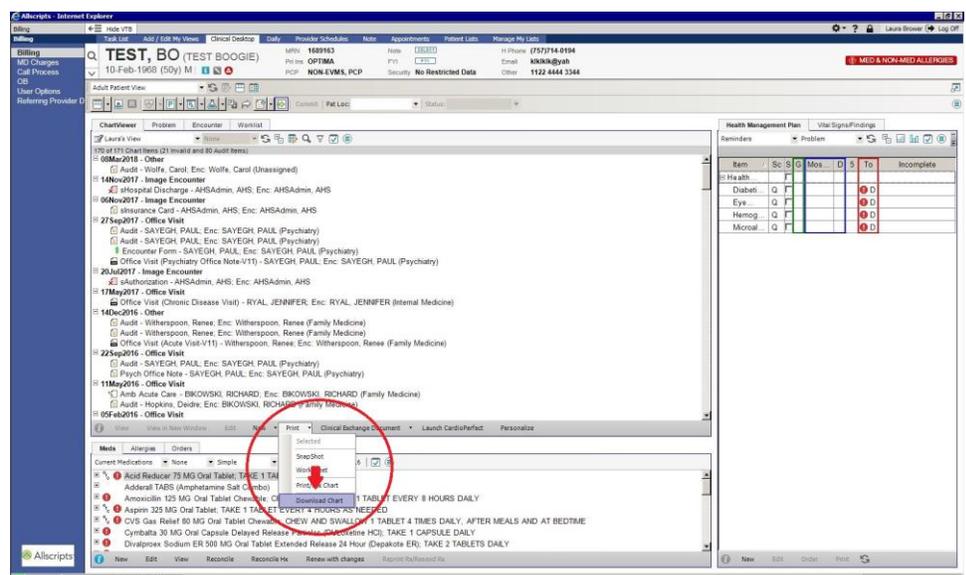
## In This Issue

- **Providing Records to Patients – Electronic Requests**
- **E/M History Component**
- **e-PHI Security Tip**
- **Lunch Discussion May: Annual Compliance Training**

## Providing Records to Patients – Requests for Electronic Format

Patients are afforded the right under HIPAA to obtain a copy of their medical records in the format of their choosing, to include copies on an electronic device such as a disk or flash drive. It has recently come to the Compliance Office's attention that some departments are printing the requested records and then scanning into a PDF to place on the disk or flash drive. This is a potential waste of paper and requires additional steps. Printed material is always at risk of being misplaced as well and should be avoided when possible. If a patient makes a request for an electronic option, the "Download Chart" feature in the EHR should be utilized.

The "Download Chart" feature in Allscripts makes it possible to download all or specific portions of the medical record and save in a PDF format to be placed on an electronic device. The screenshot below demonstrates where to find the button:



## Compliance Hotline

Type:

<http://157.21.29.163/Compliance/>  
and click on Hotline.

EVMS Medical Group Compliance concerns may also be sent to the EVMS Medical Group Compliance Office via phone, mail or e-mail.

If for some reason this button is "grayed out" or unavailable in your patient view, please contact ask your supervisor to contact the EHR

## Contact Us

### EVMS Medical Group Compliance Office

4111 Monarch Way,  
Suite 500  
Norfolk, VA 23508  
Phone 451-6200

### Link to Policies & Forms:

[http://www.evms.edu/patient\\_care/compliance\\_program/](http://www.evms.edu/patient_care/compliance_program/)

James F. Lind, Jr.,  
MBA  
Compliance Officer

Privacy Office  
Privacy Line 451-6298

Leanne Smith, CHC  
Administrator

Laura Brower, CHC, CPC  
Coding & Compliance Manager

Donita Lamarand, RN,  
BSN, CPHRM  
Director of Risk  
Management

Andrea Willis, CPC, CPMA  
Clinical Auditor

## Compliance "Listserv"

Send an email to [browerl@evms.edu](mailto:browerl@evms.edu) to request to be added to the EVMS Medical Group Compliance "Listserv". Once you are subscribed, you will receive newsletters, information and training opportunity announcements directly.

Help Desk to obtain this privilege. All staff responsible for providing medical records should be able to access this feature. Additional instructions and screenshots are available by request from the Compliance Office. Last, as a reminder, we have 15 days from the date of a request to provide a patient with a copy of his or her record.

---

## E/M History Component – Common Issues

The Internal Audit department often identifies issues with the history elements of Chief Complaint, Past Family Social History (PFSH) and the Review of Systems (ROS). A Chief Complaint is "a concise statement describing the symptom, problem, condition, diagnosis, physician recommended return or other factor that is the reason for the patient encounter." The Chief Complaint is required for all levels of service, including inpatient. Per our CMS contractor Palmetto, the Chief Complaint may not read "Follow-up" or "F/U" without expanding upon the reason for follow-up.

PFSH is required for all initial levels of services to include new patients in the outpatient setting and initial hospital services. Per Palmetto the PFSH cannot read "negative", "non-contributory", or "unremarkable". The PFSH can be obtained from reviewing the medical record or from a family member or other clinician but must be documented as such to count towards the level of service selected.

A ROS should be documented for each E/M service. If unable to obtain, a reason must be stated in the documentation. Some examples include:

- "Unable to obtain due to patient's altered mental status/dementia."
- "Unable to obtain as patient is sedated or unconscious."
- "Unable to obtain because patient is on a ventilator."

Simply stating "unable to obtain" alone is insufficient.

---

## e-PHI Security Tip

As a reminder, email outside of the evms.edu network is not secure. For example, emails containing PHI or other sensitive information should never be forwarded to a personal Gmail, Yahoo, Hotmail, or other web-based account. Emails containing PHI which are forwarded to the above types of accounts are presumed to be a breach and disciplinary action is recommended for the individual who has committed the offense.

---

## Lunch Discussion Session May

**Topic:** Annual Compliance Training

**Who Should Attend:** Any staff or providers who still need to satisfy their annual training requirement. Note that all training is due by June 30, 2018 and is separate from the Blackboard training conducted by EVMS this Winter. This is a great opportunity to catch staff who may have missed previously scheduled sessions.

**Date and Location:**

Thursday, May 17<sup>th</sup>, 12-1:00 pm in HH 758

Please RSVP to Laura Brower at [browerl@evms.edu](mailto:browerl@evms.edu) or 451-6202 and feel free to bring your lunch!