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## 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.

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## Reminders for Providing Medical Records

When responding to a request for records the first step is to verify that the release is accurate and complete. In Virginia the release must be current, list an expiration date, designate to whom and/or where the records are to be released, and what type of records/parts of the medical record should be released. Only requested portions of the chart should be downloaded or printed both to manage resources appropriately and avoid any unauthorized disclosures of PHI. Documents should only be printed in the event that they are being physically given to the patient (for pick-up or review) or if they are being prepared for transmission by mail. All other records should be faxed from the EHR when available after confirmation of fax numbers or downloaded to be provided electronically if applicable. The practices above assist in complying with the HIPAA “Minimum Necessary” standard as well as breach mitigation.

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## Ongoing Monitoring and Auditing in the EHR

Prior to billing for services rendered to patients, documentation must be completed and signed in the medical record to support the service to be billed. One easy way for managers and supervisors to audit for compliance in this area is to perform spot checks on provider schedules. A quick glance at provider schedules in the EHR will give a picture of patients seen, notes entered and finalized, and charges submitted. The screenshot below provides an example of this functionality:

## 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

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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.

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		<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Art			01:20 PM	EVMS
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		<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Art			01:20 PM	EVMS

The symbols in the red box above display the status of charges entered and documentation completed for each patient accessed from the provider schedule. For each "arrived" patient, if an encounter or charge has been submitted, a green dollar sign (\$) will appear in the first column. In the screenshot above, no charges have been entered therefore no dollar signs are present. If a note has been opened or created, a notepad symbol will be present in the second column. If that note has been finalized and signed, that notepad will appear with a green "check mark". In the example above, the provider started a note for the first patient but has not yet finalized it, but has completed and signed notes for the second and third patients on the schedule. Periodically reviewing provider schedules for these indicators is a base method for a snapshot of activity. One exception for checking note completion is if your provider is not opening a note from the schedule. If a charge has been entered per the schedule and no "note symbol" is present, double check the Chart Viewer to see if a note is actually available there. If you have additional questions regarding ongoing monitoring please contact the Compliance Office.

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## e-PHI Security Tip

To ensure that transmitted information is accurate and correct all information updated on a scanned registration form should also be entered into Demographics in IDX. Scanning information in while failing to update may lead to a breach of PHI.

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## Lunch Discussion Session May

**Topic:** Requests for Records and Releasing PHI

**Who Should Attend:** Medical records staff and all supervisors in

this area. We will discuss the different types of requests routinely received and how to respond appropriately.

**Date and Location:**

Thursday, May 16<sup>th</sup>, 12-1:00 pm in **HH 223**

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