

Health Information Management (HIM) Department Overview

Patient Confidentiality is Everyone's Responsibility

Primary Services

Locations	Hours of Operation
CDM, DM, MM, OPP, RB, SR, SM	8:00 - 5:00
Copley, Suite A (Not a patient location), GMP, EC	8:00 - 4:30
SDM, GEN, FSN, PL, CV, DT, OR	7:30 - 4:30

Kristin Bumroongchart, Manager
(858) 262-6429
Joanne Hewitt, Quality Coordinator
(858) 262-6430

Five Regional Supervisors:

Debbie Topping, Supervisor East Region (EC, GMP, LMW) (619) 644-6951

Elba Collins, Supervisor North Region (RB, SR, SM, DM, CDM) (858) 526-6188

Mona Sevilla, Supervisor South Region (OR, CV, Copley Admin, MM) (619) 397-3276

Terry Kimble, Supervisor Release of Information (Dagget Street) (858) 541-5403

Yvonne Garcia, Supervisor Central Region (DT, PL, SDM, OPP, GEN, FS, Copley - Scan Team) (619) 446-1973

Release of Information (ROI) - Provide copies of SRS medical records to all requestors and help in obtaining outside medical records. Nurses and doctors can assist to narrow down the volume of outside records being received by specifically notating records needed by disease/condition and time frame (# of years) on the authorization form or new patient form. We can also serve patients by phone and E-mail.

Visit Note Completion - Review of all visits, including Urgent Care, to ensure there is a complete corresponding note.

Follow My Health (FMH) Support - Process proxy requests, send out invitations as needed (invites are auto-generated upon arrived visit). Assist with account questions and medical information discrepancies. Disconnect account when notified that a patient is deceased.

Touchworks Support - Scan documents, unlock notes, invalidate notes/results, correct dates on notes & fix scanning misfiles. To request corrections, send tasks to the "HIM Team" or "Med Rec Team", and always use "Correct Note" task type to attach the note.

Paper Record Access and Retention - Order paper records in GE/IDX Chart Tracking or create a TW task to the Med Rec Team. Paper records are delivered via courier. Retained in Sharp Record Archives storage.

Paper record destruction – If an adult only had a paper record it has been destroyed: Minors records are purged at 1 year past age of majority (18 + 1) if not seen in the last 10 years.

Patient Record Amendment / Revision Requests— It is the patients' right to ask a provider to amend a report or any part of their record when it is felt that information is inaccurate or incomplete. Direct patients to HIM to start the formal process.

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Duplicate Patient Registrations - Centricity MPI is ONE database for ALL Sharp Health Care patients, not just SRS. Patients must only be registered with ONE SHC number. A dup reg is a person with more than one SHC #. An overlapped SHC # contains information for 2 different people inter-mixed. Both are a risk to our patients. Duplicate registrations are caused by incomplete demographic searches, inadequate info gathering /questioning. Ask and confirm correct spelling of name, last 4 SSN #, DOB, phone # and address. Be extra cautious of multiple last names, name changes, JRs and SRs, and twins/multiples. Do not select a SHC # with a different DOB and last 4 of SSN, as it is likely not the same person. MPI Team says, "When in doubt, dup it out", and report it to the HIM Department.

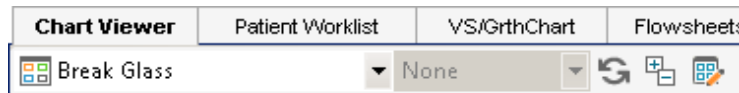
Patient Confidentiality

Confidentiality - See P&P 12037 "Confidentiality and Release of Information – Non-Occupational Medicine Health Records".

HIV/Mental Health/Substance Use Disorder - Special consent required for release. See P&P 12003 regarding prevention of inadvertent release. HIV Standard is the name of the HIV lab test as viewed in the EHR.

EHR Restricted – [R] to the left of the patient's name in banner bar indicates documents are restricted from viewing in the EHR. Examples: Psych Letters and Secured Documents. Click on the "Break Glass" button to access.

Break Glass View - After you Break Glass, you can isolate documents brought into view using the "Break Glass" view. Select the view by clicking on the document with the pencil. Next select the "Manage Personal" view tab and locate Break Glass in the Enterprise Views list.



EHR Security - A second sign-on and reason for the access is required for records of physicians, their family members, and VIPs in the community assigned to this special security designation.

Enterprise Views			
Name	Description	System	
Break Glass	sPsych Letter and sSecured Document		

EHR FYI Button - HIM updates if legal documents are on file: Advance Health Care Directive (AHCD), patient amendment requests, POLST, Verbal Permission to Discuss form, etc.

Security: No Restricted Data
FYI: FYI
ACO:

FYI

NOTE: Entries in the box below are not part of the patient's medical or billing record and should not be used as such. The current version is saved in the system and is accessible by other users.

09/30/2019. POLST on file. Signed on 10/01/2018. JORLU1/SM