Your Patient Is Reading Your Notes: What Are You Afraid Of?
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Contact Information

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Why Bother with a Medical Record?

- Capture the care provided
- Support decisions made
- Supports billing to payers
- Business-legal record
- Communication for continuity of care
- Evidentiary
- Defense for malpractice
Medical Legal Documentation recommendations

- Objective & professional
- Individualized
- Avoid judgmental language
- Document care provided by you
- Grammar & spelling
- Complete
- Timely
- Authenticate entries
- Signature

Adding the Electronic Health Record to the Equation

- Increased efficiency
- Quality /Utility
- Rapid spread of consistent information
- Safety features
- Documentation Integrity
- Information security
- Fragmentation/ Telling the story

Templates – The Good, The Bad, the Really Ugly!

PROS:
- Improve efficiency of documentation and data collection
- Ensure data elements are included for quality/payment

CONS:
- May not adequately reflect atypical care
- May encourage documentation of care that is not provided
- May miss relevant clinical information
Copy/Paste – Use With Caution

PROS:
- Efficient
- Ensures relevant information is included in documentation every time

CONS:
- Information may no longer be accurate
- May inadvertently include information from another author
- Repeated verbiage may trigger concerns regarding provision of services

Dictation – I said that?!?

- Voice Recognition or dictation
- Check spelling
- Do not leave blank spaces
- Respond to transcribers questions
- Don't sign it if you didn't read it!

Patient Identification

- Patient identifiers in documentation
- Timing of documentation
- Privacy & Confidentiality impact
To Amend or Not To Amend...
- Timely correction of information relevant to patient care
- Electronic Health Record parameters
- Consult with Risk/Legal
- What is the content of the proposed amendment and why are you making the correction?

Record Integrity
- Secure passwords
- Documenting for others
- Impact on quality perceptions
- Impact on reimbursement
- Impact on patient care & safety

Why Share Notes?
- Improve Communication
- Increase Patient/Client Satisfaction
- Improve Patient Safety
- Increase engagement of patients, families and caregivers
Handling Sensitive Issues

- Objective documentation
- Consider the side effects
- Involve risk/legal

Consider Your Audience

- Abbreviations
- Jargon
- Writing for the patient
- Writing for the industry
- Supplement with resources

How Will This Change My Interaction with Patients/Clients?

- Disagreement
- Time Commitment
- Contact Between Visits
Liability

- Transparency
- Disclosure
- Apology
- Early Resolution

Resources

- AHIMA: American Health Information Management Association
- Robert Wood Johnson Open Notes Study, 2010: OpenNotes.org
- Strengthening Care Management with Health Information Technology, July 2013; The Office of the National Coordinator for Health Information Technology