

Medical Records Completion

Frequently Asked Questions



When must I complete documentation in a patient's medical record after a visit/encounter?

Credentialed medical staff are required to complete medical records **within seven (7) calendar days of the discharge date** at all Munson Healthcare (MHC) entities.

Is this policy for hospital records only? Ambulatory?

This policy applies to both MHC hospital and ambulatory patient records.

What types of patient records are included in this policy?

- **Hospital**
 - History and Physical
 - Diagnoses
 - Progress Notes
 - Operative Reports/Procedure Notes
 - Hospital Summary (a.k.a., discharge summary)
 - Emergency Room
 - Urgent Care
 - Consultation
 - Signatures
 - Documentation Queries

- **Ambulatory**
 - Office Note
 - Office H&P
 - Office Consult
 - Office Procedure Note
 - Problem List

What happens if I don't complete documentation within seven calendar days?

Per medical staff bylaws, MHC-credentialed medical staff who do not complete medical records within seven (7) days may have their clinical privileges suspended.

How will I be notified if I have incomplete medical records, i.e., am at risk of becoming suspended?

Providers will be notified weekly on Thursdays of delinquent medical records (i.e., pre-suspension notices) by email, phone, and/or page. If all delinquent records are completed by the following Wednesday at 1 pm, the provider will not be suspended. If a provider is suspended, the provider, leadership, and recredentialing committee will be notified.

What happens if I am suspended from MHC medical staff?

A suspended provider cannot see, treat, admit, consult, or round on patients, schedule patients for surgery/procedures, perform/assist in surgery/procedures, perform obstetric deliveries, or accept a transfer.

If I am suspended, how can I reinstate my clinical privileges?

If privileges have been suspended, the provider is required to complete all medical record deficiencies to have clinical privileges reinstated. After completing all medical records, the affected provider must notify HIM. Once HIM verifies all records have been finalized, the provider is removed from suspension and all privileges reinstated. HIM staff will also notify leadership and Recredentialing Committee that the suspension has been lifted and clinical privileges restored.

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What if I am on vacation/extended leave?

If a provider is on vacation or extended leave, the provider is *eligible* to receive a seven-day grace period upon return if:

- Advance notice is given by notifying:
 - Health Information Management (HIM/Medical Records) Department
 - Switchboard
- Records are up-to-date, i.e., all open records completed prior to provider's departure

I supervise medical students/residents. Are medical students and residents included in this policy?

The expectation is that MHC medical students and residents complete charts by the start of the next business day, which allows sufficient time for supervising faculty to sign off on the student/resident's charts within the 7 days mandated by this policy.

Cerner Providers: How often should I check the Message Center in my electronic medical record?

Best practice is for medical staff to check their Cerner Message Center daily.

Why was this policy implemented?

- To have a standard policy across the MHC system.
- To ensure medical record contains sufficient data to identify the patient, support the diagnosis, justify the treatment, document results, and data is recorded accurately and in a timely manner.
- With the new Cures Act laws, patients have the right to, and are starting to ask for, access to their records and data without unnecessary delay.
- To support our True North goals:
 - Patient: Keep the patient at the center with timely record completion.
 - Safety: Zero harm as treatment decisions are based on complete patient record.
 - Operational Performance: Visits can't be billed until the medical record is complete.
- Both the provider and hospital would be at increased legal risk if a provider were to practice while suspended.
- Medical Staff Leadership supports the importance of complete documentation.

Where can I find the policy?

The [MHC Medical Record Completion \(policy 11700690\)](#) can be found in PolicyStat, which is available on the MHC Intranet.

Who should I notify that I've completed my medical records after receiving a pre-suspension/suspension notice?

Who in HIM should I notify prior to my vacation/extended leave?

Contact your local hospital's HIM to resolve delinquent records, clinical suspension, and notify of an upcoming leave.

Hospital	HIM Contact	Phone	Email
Cadillac Hospital	Liz Flemming	231-876-7330	eflemming@mhc.net
Charlevoix Hospital	Cindi Clark	231-547-8915	cclark@mhc.net
Grayling Hospital	Liz Flemming	231-876-7330	eflemming@mhc.net
Kalkaska Memorial Health Center	Judy Spoor	231-258-7557	jspoor@mhc.net
Manistee Hospital	Stephanie Padilla	231-398-1167	spadilla@mhc.net
Munson Medical Center	Brenda Jay	231-935-7474	bjay22@mhc.net
Otsego Memorial Hospital	Medina Memisevic	989-731-2224	mmemisevic@mhc.net
Paul Oliver Memorial Hospital	Brenda Jay	231-935-7474	bjay22@mhc.net

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Who is responsible for enforcing that a suspended provider is not practicing?

- Hospital: Department Chair
- Ambulatory: Practice Manager

Questions?

- Regional CMOs: [Dr. Aditya Neravetla](#) (East), [Dr. Walt Noble](#) (Grand Traverse), [Dr. Brian McComb](#) (South)
- [Dr. Diane Donley](#), Chairman HIM Committee, Munson Medical Center