

CHAPTER 6

Authorized Access to Health Record Services Area

I. POLICY

Health Record Services (HRS) shall ensure the ready availability of unit health records (UHR) at all times. HRS shall establish procedures to ensure that only authorized health record personnel have access to UHRs in the record service area, with the exception that only authorized health care staff have access during off-duty hours. HRS shall establish and implement quality record locator/record tracking and charge out controls that shall be implemented even during off-duty hours. Controls shall ensure the confidentiality of patient health information and safeguarding of UHRs.

II. PROCEDURE

A. On-Duty Hours

1. The HRS Supervisor shall establish a reception area to manage requests for patient health information and records. This area shall prohibit the access of unauthorized traffic. Under no circumstances shall other employees access UHRs in the service area.
2. HRS staff shall respond to all requests in the reception area and shall not normally take other health staff into the service area.
3. Authorized personnel include:
 - a) HRS staff.
 - b) Health Care Manager or designee (s).

B. Off-Duty Hours

1. The Health Care Manager (HCM) shall, with the assistance of the HRS Supervisor, designate specific health care staff to access UHRs during off-duty hours.
2. Only authorized health care staff on the established list shall have access to the HRS area.
3. Authorized persons shall include:
 - a) Health Care Manager or designee.
 - b) Nursing supervisor or designee.
 - c) Other appropriate licensed clinical personnel.
4. Access shall be controlled by assigned keys to the designee who has authorized access to the HRS area during off-duty hours.
5. Authorized users shall be required to use the established procedures for accessing, retrieving and charging out patient UHRs.
6. The HRS Supervisor shall train designated staff in record access and record control procedures.