



VOLUME 6: HEALTH INFORMATION MANAGEMENT	Effective Date: 08/2016
CHAPTER 10	Revision Date:
6.10.1 HEALTH RECORD EXCEPTION PROCESS POLICY	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. POLICY

California Correctional Health Care Services Health Information Management (HIM) shall ensure the Error Process is utilized to help mitigate and correct scanned documents that may have been misfiled or have other documentation errors in the health record.

II. PURPOSE

To ensure the patient health record is accurate.

III. DEFINITIONS

Exception Processing Team: Selected HIM staff are responsible for correcting scanned documents in the health record. The Exception Processing Team (EPT) consists of Health Records Technician II Supervisors, Health Records Technician IIs, and Health Records Technician Is.

IV. APPLICABILITY

This policy applies to HIM and EPT staff who are responsible for correcting scanned patient health documentation.

V. RESPONSIBILITY

- A. Under the direction of the Deputy Director, Medical Services, HIM Headquarters, Institution Health Records, and Health Record Center staff are responsible for the oversight, implementation, monitoring, and evaluation of this policy.
- B. The Chief Executive Officer or designee, Health Records Technician III, and Health Records Technician II of each institution are responsible for the implementation, monitoring, and evaluation of this policy.

VI. REFERENCES

- Hewlett Packard, *Exception Process Manual*, Draft Version 0.1, ©2010