

# CHAPTER 12

## Health Record Services (HRS) Courier

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### I. POLICY

Health Record Services shall establish a health record courier system that shall be dedicated to the delivery and retrieval of patient unit health records (UHR) to all health care areas throughout the institution. The courier service shall ensure that health records are available to health care providers prior to the provision of health care treatment or services. The health record courier service shall be available during the clinic work hours. Additional record delivery and pick-up services shall be provided as needed during non-clinic duty hours.

The health record courier service shall be directed by the HRS Supervisor. The courier service shall operate from the centralized HRS and shall deliver all records prior to the scheduled appointments. The courier service shall promptly deliver records requested on an emergency or urgent basis. The courier service shall retrieve any health-related information generated or collected by California Department of Corrections (CDC) and distribute this information to authorized health care staff. The courier shall retrieve all records for return to the HRS unit prior to the close of business each day.

The health record courier service shall be dedicated to the prompt delivery of health record information and UHRs. Non-health record related deliveries shall not interfere with the provision of health record services. The courier shall deliver and retrieve health-related information from one health care area and deliver it to another health care area during the scheduled pick up and delivery times.

### II. PROCEDURE

#### A. First Scheduled Trip, Delivery and Pick Up:

1. The health record courier shall:
2. Report to centralized HRS prior to the first scheduled appointment.
3. Pick up records that have been prepared for delivery for scheduled appointments.
4. Make the first scheduled trip to deliver records to each health care service delivery area.
5. Obtain signed receipts for records delivered.
6. Pick up any HRS documentation for the HRS unit prior to the first scheduled appointment.

#### B. Scheduled Trips:

1. The courier shall conduct regularly scheduled rounds throughout the shift to deliver and retrieve health record-related information and UHRs.
2. The second shift courier shall be scheduled, if applicable to overlap with the first shift courier to ensure continuity of the service.

C. Emergency and Urgent Requests:

1. The courier shall respond immediately to emergency and urgent requests for UHRs. He/she shall obtain a signed receipt for each record delivered.
  - a. If the courier is out on a regularly scheduled trip and the logistics permit, the courier shall be recalled to HRS to pick up records.
  - b. If the logistics prohibit the courier's prompt return to pick up the record to deliver in an emergency, other health record staff shall immediately respond (e.g., retrieve, charge out and deliver the record, and obtain a signed receipt for the record).

D. The courier shall ensure that the record tracking/record locator system is updated each time the record is moved from one location to another by updating the outguide. The name of the second requester, location of the second appointment, and the date shall be placed on the outguide, and the outguide shall be filed back in the appropriate place on the centralized health record filing shelf.

E. Final Trip Prior to Close of Business:

1. The courier shall:
  - a. Make a final trip to all health care treatment and service areas within two hours of the close of business to pick up all records each day.
  - b. Return all records and health-related information to HRS in sufficient time for the records to be checked in, screened, and refiled in centralized files.