

CHAPTER 45

Request by Patient to Amend Unit Health Record (UHR)

I. POLICY

Health Record Services (HRS) shall ensure that all patients' written requests to amend information in their unit health record (UHR) are accepted and processed. The patient may note during inspection, or by other means, information that he/she believes to be an error in fact or interpretation and wishes to correct. HRS staff shall acknowledge the rights of the patient to request amendments to the information recorded in his/her UHR.

Amendments shall be made to correct errors in fact or interpretation or to supplement incomplete data. Amendments shall be made in a manner to avoid compromising future care and to maintain the integrity of the information. The HRS staff shall receive all requests for amendments and make all amendment notices to the UHR. Requests for substantive changes to the informational content shall be referred to the Health Care Manager for professional evaluation and definitive processing.

II. PROCEDURE

A. HRS staff shall:

1. Receive all requests for amendments to health information.
2. Log each request into the Patient Access log.
3. Retrieve the UHR.
4. Review the request for type of changes requested.
5. Conduct a preliminary review of the patient's record. Compare the original entry with the requested changes.
6. If major informational content changes are requested:
 - a. Forward the request and UHR to the Health Care Manager.
 - b. Schedule the treating physician or Health Care Manager to confer and review the amendment request.
 - c. Make recommendations, if appropriate, and request approval to amend the record. (This may be a notation on the request indicating the changes to be made.)
 - d. If approved, follow step 7 below.
 - e. If not approved, file the inmate's request into the Medico-legal section of the UHR, and then follow step 8 below.
 - f. If minor correction amendments are requested, the HRS Supervisor shall process the amendment notice.
7. To process amendment notices:
 - a. The original entry shall not be obliterated or deleted.
 - b. Enter the amended information into the patient's UHR.

- c. Make a notation at the point of the original entry, in the margin or by attaching a note to the entry, that an amendment notice has been made and reference the amended information.
 - d. Record the reason for the amendment, or refer to the patient's written request.
 - e. Incorporate the written request into the "Medicolegal" section of the UHR.
 - f. Document the statement of facts.
 - g. Date and time the amendment using the 24-hour clock.
 - h. Sign the amendment with full name and title.
 - i. Identify the location of any secondary records that substantiate the amendment.
8. Respond in writing to the patient:
 - a. Indicate action taken, e.g., "amendment notice filed this date."
 - b. Attach a copy of the response to the written request and file in the "Medicolegal" section of the UHR.
 - c. Date and document all actions taken in the Patient Access Log.
 9. Include any amendments or requests for amendments in all subsequent releases of health information.