

DFM PAST DUE CHARTS POLICY

Based on UW Health Ambulatory Care Guidelines, documentation of all interactions with patients, whether in person, dictated by Epic Smarttools or via telephone, must be completed with 48 hours of the visit/call. These standards support patient safety, efficiency, lower costs and quality of care. It is best for patient care, continuity of care, etc that any form of encounter with a patient would include documentation completed in close proximity to that encounter (ie either same day or within 48 hours recognizing that at times an emergency can come up that will pull a clinician away from the record and not allow it to be completed as timely) This expectation for timeliness of documentation recognizes an interaction took place with medical decision making and potential treatment action that might be important for anyone else asked to be involved in the care of the same patient who ideally will need and have access to that information. The other key factor involved in timeliness is the pure practical sense that the further one gets away from the encounter, the less accurate the recollection for the details of the encounter and in turn the documentation itself . That may result in higher likelihood of errors in that documentation.

POLICY:

1. Documentation, using Epic smarttools, typing, dictation or a combination of these methods, will be completed by the encounter provider and/or appropriate encounter nursing staff within 48 hours of the visit or telephone encounter. Providers with full Health Link/EpicCare functionality who choose to dictate will note this in the Visit Navigator by typing “.dict” in the Progress Note section only after they have dictated.

2. Dictated documentation will be electronically “signed” by the author with two (2) business days (weekend days excluded) of transcription completion. Providers will proactively plan for time away by notifying the Transcription Manager of planned time away so that the dictation can be transcribed/signed in a timely manner, utilizing charting tools in EpicCare to ensure that documentation is complete before leaving, or plan to access the system remotely to sign dictation while out of the office.

ACTION	TIMELINE	NEXT STEPS
Close Encounter <ul style="list-style-type: none"> • Office Visits • OB Visit • Off-Site 	48 Hrs (2 days)	<ol style="list-style-type: none"> 1. Encounter Provider receives notification in Health Link InBasket “Incomplete Chart” folder one calendar day (24 hours) after encounter is opened 2. Encounter provider receives notification in InBasket as soon as dictation is transcribed and awaiting authentication. The Director of Health Information/Manager/ Medical Director may attach to a provider’s InBasket to verify that authentication is happening in a timely manner. 3. Chart audits may be performed randomly by site Manager or Clinical Documentation Services

<ul style="list-style-type: none"> • Procedure • Staffing Note • Therapy • Treatment Plan • Anticoagulation Therapy • Referral • Allied Health/Nurse Visit • Allergy injection 		<p>staff, and/or initiated at any point there is a concern about documentation being done in a timely manner. Past Schedules may be checked against patient records in EpicCare. Results will be shared with respective Manager/Medical Director.</p>
<p>Electronically Signed Transcribed Dictation</p>	<p>3-14 Days</p>	<ol style="list-style-type: none"> 1. Clinic Manager/Medical Director explores potential reasons for non-compliance (leave of absence, time off) and speaks with provider regarding plan for completion. 2. Clinical Manager/Medial Director will remind the clinician of the UW Health Policy for documentation.
<p>Chart Co-sign</p>	<p>3-14 Days</p>	<ol style="list-style-type: none"> 1. Clinic Manager/Medical Director receives notification of incomplete charts three-fourteen calendar days after encounter is opened. 2. If no change in one week, the clinician is referred to the Medical Director who will meet with the physician to discuss the standards and develop a written plan including if needed 2-3 weeks to “catch-up” signed by the clinician acknowledging the receipt of the policies and potential sanctions. This will be shared with the Vice Chair.
	<p>15-30+ Days</p>	<ol style="list-style-type: none"> 1. If the issue is not resolved within 14 days or if it reoccurs within the next 12 months, the following three levels of sanctions will be initiated: <ol style="list-style-type: none"> a. LEVEL ONE: <ol style="list-style-type: none"> I. If overdue documentation is found again, the faculty will be charged \$10 per chart not completed (e.g. 30 charts = \$300). The report is generated weekly. If by the next week, 30 charts are still not completed, this would be another \$300. II. This will continue weekly, and at year-end a final invoice will be presented with a total fine and overdue charts. III. This fine will be deducted from the faculty’s year-end compensation. b. LEVEL TWO: <ol style="list-style-type: none"> I. If documentation issues persist after three (3) continuous or separate weeks of LEVEL ONE fines, the department will direct UWMF to withhold the faculty’s UWMF paycheck until all documentation is complete. II. This will lead to a delay in the UWMF paycheck (a minimum of two weeks) even if documentation is immediately completed due to UWMF payment schedules. III. In addition, the LEVEL ONE fine will continue to be imposed c. LEVEL THREE: <ol style="list-style-type: none"> I. If a paycheck hold occurs three (3) times in any 12 month period, the faculty will be referred to the Vice Chair for additional disciplinary actions up to and including termination with cause. II. Fines will continue to be imposed.