



<p>Team Name: Health Information Services</p> <p>Team Lead: Manager, Health Information Services</p> <p>Approved by: Regional Lead – Corporate Services & Chief Financial Officer</p>	<p>Reference Number: ORG.1410.PL.302</p> <p>Program Area: Health Information Services</p> <p>Policy Section: Health Information</p>
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Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

*Words beginning with a capital letter may be found in the definitions.

POLICY SUBJECT:

Health Record Management in the Event of an Evacuation

PURPOSE:

- To provide a standard process for relocation of health records during an evacuation of patients and/or residents.
- To ensure continuity of care for patients and/or residents evacuated to another facility.
- To provide directive to ensure accurate and timely documentation prior to, during and post evacuation
- To ensure health record management is maintained in accordance with *The Personal Health Information Act* (PHIA) in the event of an evacuation.

BOARD POLICY REFERENCE:

Executive Limitation (EL-02) Treatment of Clients

POLICY:

Southern Health-Santé Sud will follow a standardized process for the relocation of Charts for patients and/or residents required to be evacuated. The standardized process will maintain the integrity of the Chart required for the continuity of care of the evacuated patient and/or resident.

DEFINITIONS:

Chart: for the purpose of this policy means the Inpatient Chart or resident record unless otherwise stated.

Transitional Centre: a designated facility where patients are considered medically stable and do not require around the clock access to onsite medical supervision/intervention or diagnostic services (i.e. interim placement, convalescent, respite or palliative care).

IMPORTANT POINTS TO CONSIDER:

- Any Chart transferred from a facility must be appropriately tracked using the ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet.
- For immediate evacuations record the transfer location of the Charts on the most recent bed census for tracking purposes to assist with completing the worksheet(s) at a later time.
- All Charts transferred to and from facilities must be transported in a manner that protects and maintains the confidentiality, privacy, integrity and security of personal health information.
- Should the patient or resident not return to the evacuated facility, the Chart is returned to the originating facility.
- In the event of death of an evacuated patient or resident, the Death Certificate must reflect the actual location of the death.
- Transitional care facilities must follow acute care admission/separation guidelines and Chart completion standards.
- For any evacuations from an acute or transitional care facility that are longer than anticipated, Health Information Services may require the return of the patients' Charts for coding and abstracting purposes.
- The discharge record of an evacuee (readmitted/returned to the same acute or transitional care facility) shall be considered a separate episode of care and the Chart assembled accordingly.
- The health record (primary chart) containing the patient or resident's health history should be returned to the Health Information Services Department or an administrative area unless alternate location for the retention of the health records is required.
- Pertinent information within an electronic health record are printed for transfer to a receiving facility where required

PROCEDURE:

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Section 1: Personal Care Homes (PCH)

1.1 Transfer of Residents' Charts due to Evacuation

- Prepare the Chart for transfer to the accepting facility(s).
- Place the current resident care plans, medication administration records, a problem list and the reconciled medication list at the front of the Chart.
- Document on the Interdisciplinary Progress Notes (IPN) the date of the transfer and *"health record transferred to (identify facility) due to evacuation"*.
- Log each resident's Chart on the ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet.
 - Create a new worksheet for each facility accepting residents.
 - Send a copy of the worksheet(s) to the accepting facility(s) and retain the original in a secure location (i.e. Business or Administration Office).
- Send the Charts to the appropriate facility(s) as per ORG.1411.PL.404 Security and Storage of Confidential Information including Transportation.
 - Staff are permitted to send the Chart to a facility outside of Southern Health-Santé Sud for reference only.
 - The Charts of residents evacuated to the community shall remain on site or relocated to a secure site for temporary storage.

1.2 Return of Residents Charts to Evacuated PCH

- Review and sign ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet to confirm all Charts have been returned to the PCH.
- Draw a red line after the transfer note made by the transferring facility in the IPN and document a dated entry *"health record returned from (identify facility)"*.

1.3 PCH Receiving Evacuated Residents' Charts or Paneled Patients' Charts

- Review and sign ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet to confirm all Charts of evacuees have been sent.
- Draw a red line after the transfer note made by the transferring facility in the IPN and document a dated entry *"health record received from (identify facility)"*.
 - Continue to document in the Charts that have originated from other **PCHs**. Generate new forms as required.
 - For those Charts that originated from an acute or transitional care facility (paneled patients), make copies of pertinent records and generate new forms as required for documentation.
- Create a new signature log.

1.4 PCH Returning Charts that Belong to Evacuated Facility

- Confirm all Charts have been collected for transfer back to the originating facility by reviewing and completing the ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet.
- Document on the IPN the dated entry *"health record transferred back to (identify facility)"*.
- Return the Chart with the worksheet, as per ORG.1411.PL.404 Security and Storage of Confidential Information including Transportation to the originating facility.

Section 2: Acute or Transitional Care Facilities

2.1 Transfer of Patient Charts due to Evacuation

- Document on the Interdisciplinary Progress Notes (IPN) the date of the transfer and *“health record transferred to (identify facility) due to evacuation”*.
- Log each patient’s Chart on the ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet.
 - Create a new worksheet for each facility accepting patients.
 - Send a copy of the worksheet(s) to the accepting facility(s) and retain the original in a secure location (i.e. Health Information Services, Business or Administration Office).
- Send the Charts to the appropriate facility(s) as per ORG.1411.PL.404 Security and Storage of Confidential Information.
 - Staff are not permitted to send Charts to a facility outside of Southern Health-Santé Sud.

2.2 Return of Patient Charts to Evacuated Facility

- Review and sign ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet to confirm all Charts have been returned to the facility.
- Record in the IPN and document a dated entry *“health record returned from (identify facility)”*.
- Returning patients must be (re)admitted. Pertinent information from the previous admission may be copied and brought forward to the current admission for continuation of documentation.
- For returning paneled patients, complete an ALC form or make addendums to the copy from the previous admission as per ORG.1410.PL.101 Alternate Level of Care policy.

2.3 Receiving Patient Charts from Evacuated Facility

- Review and sign ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet when Charts from the evacuated facility have been sent.
- A new admission is generated. Document in the IPN a dated entry *“health record received from (identify facility)”*.
- Document on photocopies from transferring facilities where possible. Initiate new forms when required and document any new problems when identified.
- As per Org.1410. PL.101 Alternate Level of Care, complete an ALC form for residents transferred from a PCH or panel patients waiting placement from another acute or transitional care facility as they will be considered ALC for the entire episode of care.
 - Select the reason “evacuation” and date.
 - Update the ALC Designation Record if the patient’s health deteriorates and they become medically unstable as per ORG.1410.PL.101 Alternate Level of Care policy.

2.4 Returning Charts that belong to Evacuated facility

- Collect any Charts received from the evacuating facility for transfer back to the originating facility by reviewing and completing the ORG.1410.PL.302.FORM.01 Transferring of Health Records for Evacuation Worksheet.
- Document on the IPN the dated entry *“health record transferred back to (identify facility)”* when applicable. Make copies of pertinent information from the patient’s stay to send with the patient.

- Return the Charts with the worksheet, as per ORG.1411.PL.404 Security and Storage of Confidential Information including Transportation to the originating facility.

Section 3: Physician Responsibilities

- Physicians transferring and accepting patients or residents are responsible for communication and documentation of care.
- Follow the minimum documentation requirements identified in ORG.1410.PL.302.SD.01 Physician Responsibilities – Client Evacuation.
- ORG.1410.PL.302.FORM.02 Transfer Summary for Evacuation may be used when a transfer summary is required.
 - Send a copy of the summary to the receiving facility and retain the original summary on the evacuating facility's Chart.
 - Indicate if additional information from the patient or resident's past history (i.e. admitting history & physical or diagnostic results) are to be forwarded.

Section 4: Health Information Services – Acute /Transitional Care Facilities

4.1 Evacuation and Transfer of Patients

- Discharge patient from the ADT (admission, discharge, transfer) system.
- Perform a quality and quantitative analysis on the records for completion standards (i.e. the facesheet and a transfer note must be completed by the physician).
- Coding: Include the appropriate ICD-10-CA diagnosis code to indicate the reason for discharge is related to a problem with a medical facility.
- Month end statistics: If there are any awaiting placement patients that have been evacuated, there will be a discrepancy between the ALC Panel days collected by Health Information Services and Finance. Finance will continue to collect the daily authorized/residential charges on the discharged evacuated patients.

4.2 Return of Evacuated Patients

- Admit the patient and print the registration papers.
- Assign an ALC/Panel service in ADT for patients that are paneled/awaiting placement.
 - Pertinent information from the previous admission, prior to the evacuation, may be copied and brought forward to the current admission for continuation of documentation. This may include a copy of the ALC form. If a new ALC form is not created, the ALC form from the previous admission must be revised with applicable dates and initialed.

4.3 Admission of Evacuee

- Admit the patients and print registration papers.
 - Assign an ALC/Panel service in ADT for patients that are paneled/awaiting placement.
 - Assign a general medical service in ADT for patients evacuated from a PCH.

4.4 Discharging Evacuee

- Discharge patient from the ADT system.
- Perform a quality and quantitative analysis on the records for completion standards (i.e. facesheet and a transfer note must be completed by the physician).
- Coding: Include the appropriate diagnosis code, ALC reason and service type.

- Month end statistics: ALC Panel will be collected for any awaiting placement patients. The evacuating facility will continue to collect the daily authorized/residential charges.

Section 5: Administration/Finance

Admission/Separation Form for Long Term Care Facility and Respite Care shall not be resubmitted to Manitoba Health by either the accepting or evacuating facilities.

5.1 PCH Residents Evacuated to other PCH or Acute Care Facility/Transitional Centre or in the Community

- Residents will not be administratively discharged from the evacuating PCH.
- Residents will be placed 'on pass' from the evacuating PCH.
- The evacuating facility shall record on the Personal Care Home Statement M.H.243 (MG-1945) R01/00 the days any resident is out of the facility as a result of the disaster.

5.2 PCH Accepting other PCH Residents or Paneled Patients from Acute Care Hospital/Transitional Centre

- Patients will not be administratively admitted to the PCH.

5.3 Evacuating Facility (PCH and Acute Care Facility/Transitional Centre)

- Continue to collect the daily authorized residential charges or per diem charges for awaiting placement patients, including for those patients evacuated to a facility outside of Southern Health-Santé Sud. **Exception:** Daily authorized residential charges or per diem charges will be discontinued on the day of separation if a resident or paneled patient is transferred to the community.

5.4 Accepting Facility (PCH and Acute Care Facility/Transitional Centre)

- Track client/resident days on all clients accepted due to an evacuation. Collect the **type of days** for monthly statistical reporting:
 - **Paneled/Chronic Inpatient Revenue Days:** Paneled/awaiting placement clients who are evacuated from an acute care facility or transitional centre to another acute care facility or transitional centre.
 - **Resident Days:** Paneled/awaiting placement clients who are evacuated from an acute care facility or transitional centre to a PCH or residents evacuated from a PCH to another PCH.
 - **Paneled/Chronic Inpatient Revenue Days:** Residents evacuated from a PCH to an acute care facility or transitional centre.

Section 6: Community Programs

- Transfer any active Charts required for the continuity of care to an alternate Southern Health-Santé Sud location in accordance with ORG.1411.PL.404 Security and Storage of Confidential Information including Transportation.

SUPPORTING DOCUMENTS:

[ORG.1410.PL.302.FORM.01](#) - Transferring of Health Records for Evacuation

[Worksheet ORG.1410.PL.302.FORM.02](#) - Transfer Summary for Evacuation

[ORG.1410.PL.302.SD.01](#) - Physician Responsibilities – Client Evacuation

REFERENCES:

ORG.1410.PL.101 - Alternate Level of Care (ALC)

ORG.1411.PL.404 - Security and Storage of Confidential Information including Transportation

ORG.1411.PL.502.SD.01 - Personal Health Information Act (PHIA) Definitions

CL1.4110.PL.007 - Information Transfer at Care Transition-Interfacility

Southern Health-Santé Sud Code Green – Evacuation Emergency Plan and Documents

The Personal Health Information Act