

**POLICY:** Management of Incomplete Health Records

**Program Area:** Health Information Services

**Section:** Health Information

**Reference Number:** ORG.1410.PL.003

**Approved by:** Regional Lead – Corporate Services & Chief  
Financial Officer

**Date:** Issued 2015/APR/08  
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**PURPOSE:**

To address alternatives to managing outstanding incomplete health records in situations for:

- Medical Staff departure
- Noncompliance in accordance with ORG.1410.PL.003 Health Record Completion by Medical Staff

**BOARD POLICY REFERENCE:**

Executive Limitation (EL-2) Treatment of Clients

**POLICY:**

The site Chief of Staff or Regional Lead – Medical Services & CMO shall determine and communicate the decision for handling outstanding incomplete health records to the Health Information Services Department.

**DEFINITIONS:**

**Medical Staff** – includes all physicians, physician assistants, dentists, midwives, psychologists, scientists, clinical assistants and trainees/students appointed by the Board to the Medical Staff pursuant to the Medical Staff By-law.

**Departure:** - when Medical Staff leave for an extended time i.e. leave of absence of greater than 4 weeks, resign or retire.

**PROCEDURE:**

1. Upon notification by Health Information Services that records remain incomplete after a Medical Staff member has departed, the Chief of Staff or Regional Lead-Medical Services & CMO shall:
  - Request the Medical Staff member to return to the site to complete health records within a specified time period when circumstances permit or,
  - May assign incomplete records to another Medical Staff member, if appropriate
  - If either the above two options are not successful or feasible, authorize by signing the Incomplete Health Record Notice ORG.1410.PL.003.SD.01 to be filed with the visit.

2. In the event whereby records remain incomplete after a prolonged period of non-compliance with the required actions outlined within policy ORG.1410.PL.002 Health Record Completion by Medical Staff:
  - Health Information Services Leadership or designate shall notify the Chief of Staff or Regional Lead-Medical Services & CMO of any records that remain incomplete for 365 days.
  - The Chief of Staff or Regional Lead-Medical Services & CMO shall authorize by signing the Incomplete Health Record Notice ORG.1410.PL.003.SD.01 to be filed with the visit within the record.

**SUPPORTING DOCUMENTS:**

ORG.1410.PL.003.SD.01 [Incomplete Health Record Notice](#)

**REFERENCES:**

ORG.1410.PL.002. Health Record Completion by Medical Staff

WRHA Policy 75.00.020 Medical Records on Departure of WRHA Medical Staff, Disposition of Incomplete