Alberta Health Services
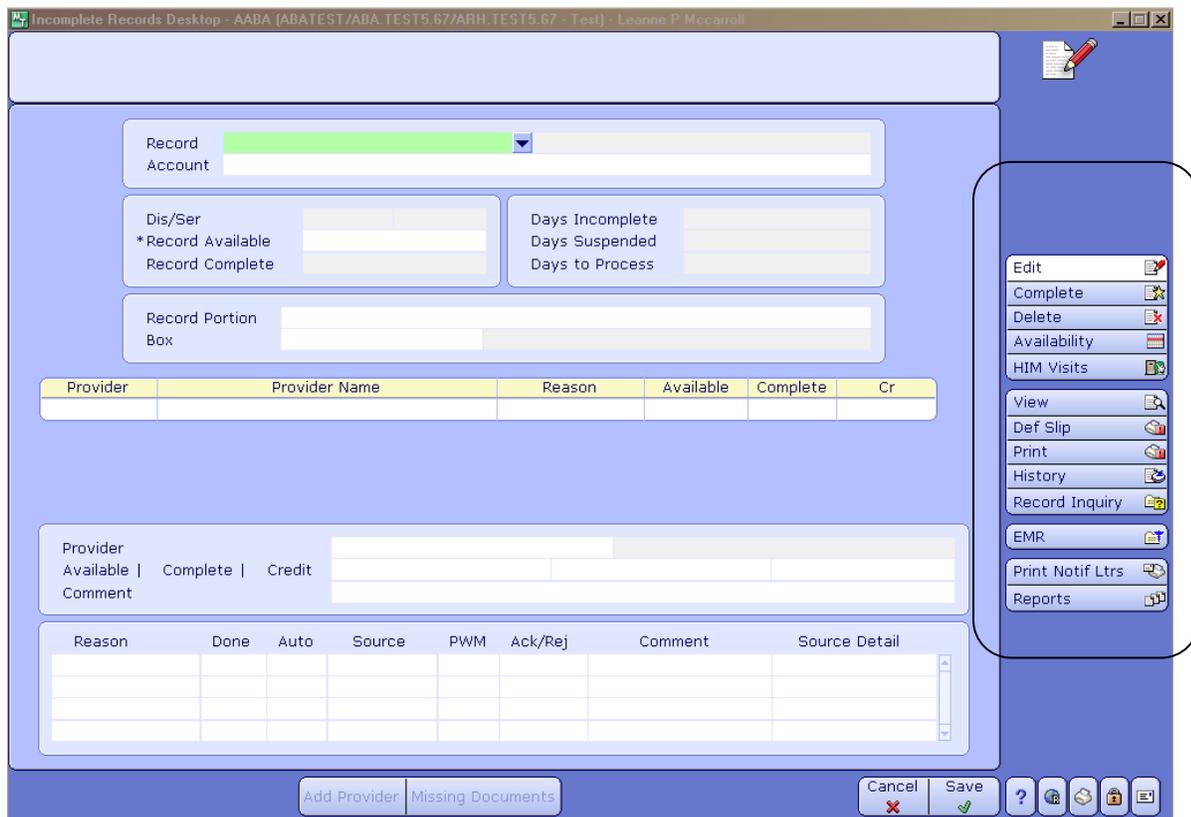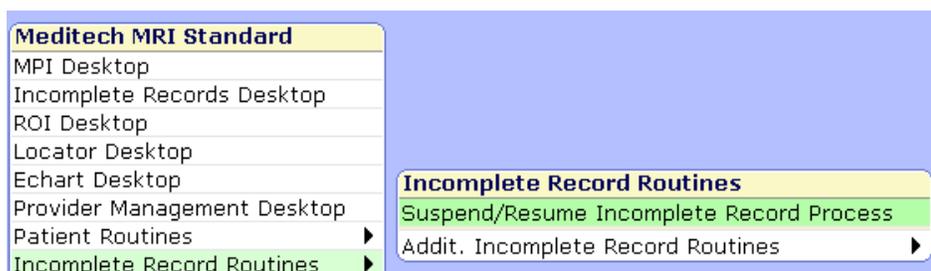
Incomplete Records (ICR) Feature

Purpose:

The Incomplete Records Feature allows you to manage the processing of medical records with incomplete or insufficient data.

Desktop:

The ICR desktop serves as the main screen from which users can access the key Incomplete Records routines and reports.

Incomplete Records routines appear either on the ICR Desktop screen (as above) or individually on the Incomplete Records Routines menu.

Routines:

Routines Used to Manage Incomplete Records:

If you want to	Use the following
Identify deficiencies and providers responsible for completing the record	Edit
Edit incomplete record data	
Credit providers for times when the record is unavailable	
Indicate the completion of the record (that is, change the status of the record from incomplete to complete)	
View the Edit Incomplete Record Routine	View
Complete multiple records for a provider	Complete
Record a provider's visit to the Incomplete Records area	HIM Visits by Provider Log
Delete records from the Incomplete Records Feature	Delete Record

When the Incomplete Records and Record Locator features are LINKED:
(ARH, NLH, PCH, CHR)

Sign out an incomplete record and make a reservation for ICR	Single Sign Out Record Locator routine
Return a record to ICR	
Suspend the DAYS OUTSTANDING count when you MOVE an incomplete record	

When the Incomplete Records and Record Locator features are NOT LINKED:
(DTH, ECH, PHR)

Suspend and resume the processing of incomplete records (to credit providers for time when the records are unavailable)	Suspend/Resume Process
Enter or edit dates that a provider is unavailable to work on incomplete records	Enter/Edit Availability Routine

Edit Record Routine

Use this routine to enter a record portion into the Incomplete Records Feature and to complete returned record portions. If a provider returns several incomplete records at one time, you can use the Complete for One Provider Routine to complete the record portions all at once.

Add Provider Button

Use this button to add providers to the Process Incomplete Record Routine.

After you click this button, the cursor moves to the remaining fields at the bottom of the screen and you can enter Incomplete Reason information.

NOTE: The Provider Available Date is a required field in 5.67.

Missing Documents Button – not used.

Complete Record Routine

If a provider returns several incomplete records at one time, you can use this routine to complete the record portions. After you select this routine, you specify a completion date and a provider. You can complete only those records for a date later than the date the record became available to this provider.

After you complete a record using this routine, the record is no longer incomplete for that provider. The completed record is purged from ICR according to hospital-defined parameters. The record can also be removed using the Delete Record Routine.

The Link and the Complete Record Routine (ARH, NLH, PCH, CHR only)

When the Incomplete Records and Record Locator features are LINKED, you can use the Complete Record Routine to:

- sign out a newly completed record portion to a recipient who has reserved that record
- reserve a record for a recipient if you need to process that record

When you complete a record portion that has been reserved, a message alerting you to the reservation appears at the bottom of the screen. You can then sign the record out to that recipient directly (you do need to use the Return & Sign Out Reserved Records Routine to do this).
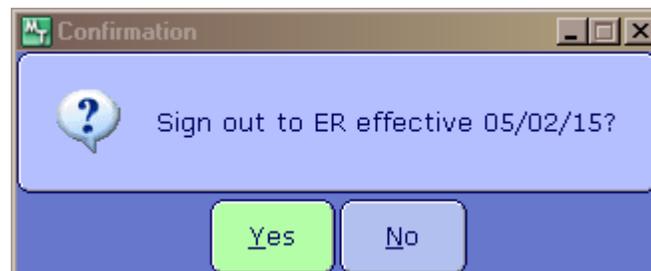
If a record has been signed out and is later determined to be incomplete, you can use the Edit ICR Routine to assign it to Incomplete Records Processing. At the same time, you can use this routine to make a reservation for the recipient from whom you are taking the record portion. Then, when the record is completed, you can use this routine to sign it back out to that recipient.

Signing Out the Record to the Next Recipient

After you file the Complete Record Routine, you can sign out the record portion to the next recipient directly, if:

- the Incomplete Record and Record Locator features are LINKED
- a reservation for this record exists in the Record Locator Feature

In this case, the following prompt appears (example only):

To sign out the record, enter **Y**.

Completing a Record Before Its Available Date

If the date you entered in the **Completion Date** field in the Complete for One Provider Routine is prior to the date a record is available, the following message appears:

To complete the record, exit from the routine and select the routine again. Enter a correct date, identify the same provider, and enter **Y** in the **Complete** field.

Delete Record Routine

Use this routine to delete records that are now complete, as well as records that were incorrectly entered into the ICR.

Note: This routine deletes the record from the ICR only, not from the Master Patient Index (MPI).

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View Record Routine

Use this routine to view data entered in the Process Incomplete Record Routine.
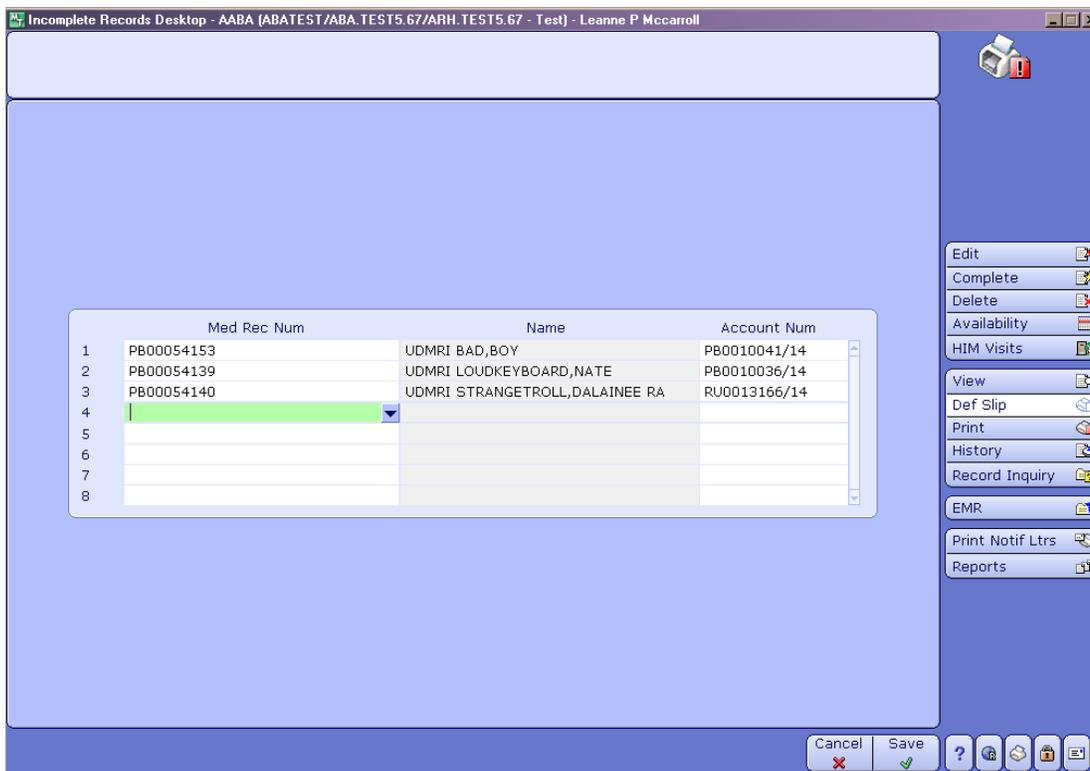
Deficiency Slip Routine

Use this routine to print the deficiency report. This report includes information for a specific patient visit (identified by account number). You can enter unlimited numbers of records and account numbers for a record.

To print several copies of the Deficiency Record Report for the same account number, use the Print Manager. For example, you might want to print a second copy of the report as a deficiency slip and attach it to the patient's record.

The system prints a Deficiency Record Report for each specified record portion and account number in the order they were entered on the screen.

After the header that displays information about the incomplete record, the deficiency report lists the following details for each provider:

- date that the record is available

- reason the record is considered deficient

- reason comments

- credit days

Note: Deficiency slips can be set to print all providers on one single page or print a separate page for each provider. Print preference is determined by the Suppress Page Break on Def Slips parameter in the MRI Parameters.
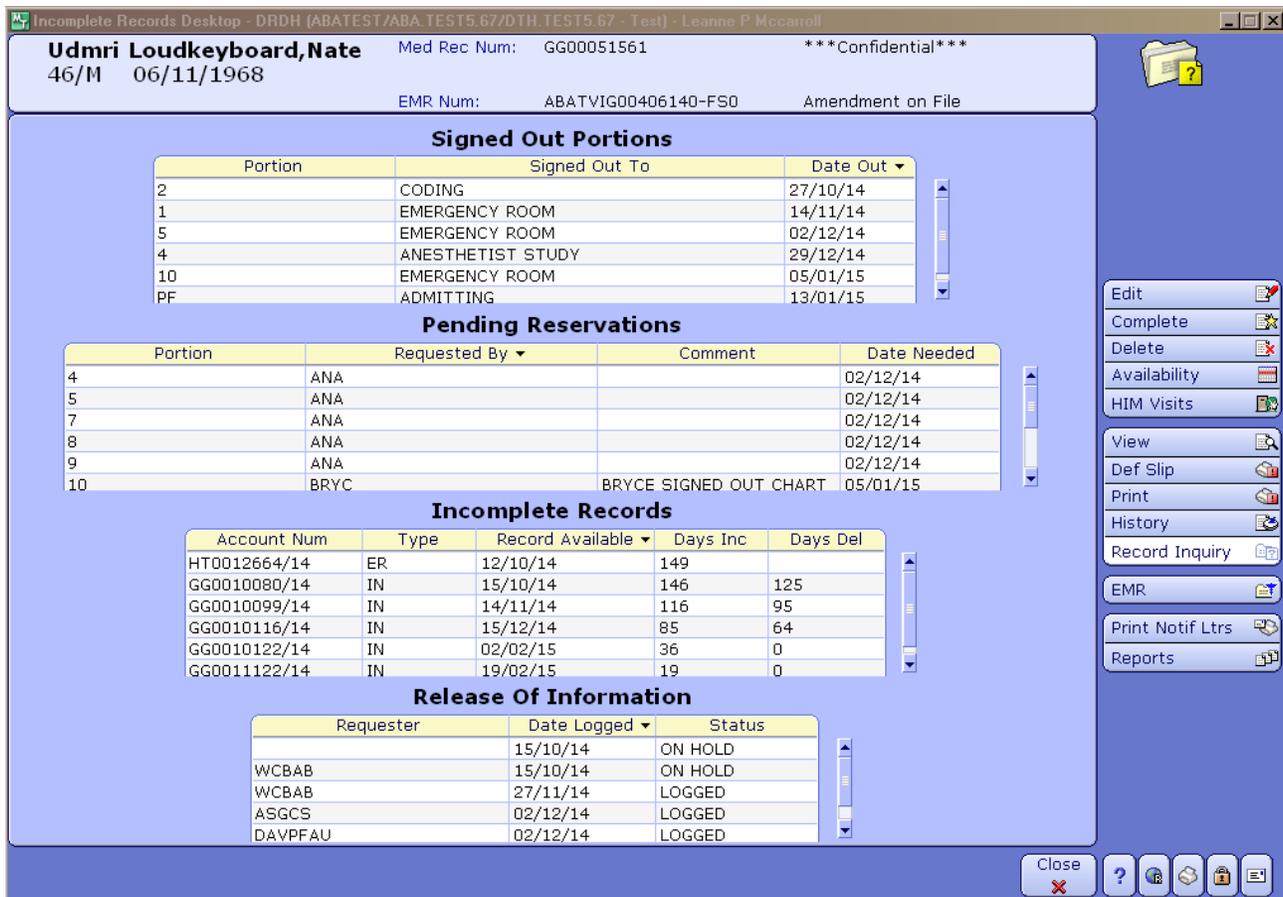
Print History Routine

Use this routine to print the current patient's Incomplete Records Audit Trail Inquiry that incorporates all changes to this record.

After you click the History button, the Print Destination Screen appears and you can print a history for the current record.

Record Inquiry Routine

Use this screen to view medical record summaries.

EMR Routine

Use this routine to access the EMR.

Print Provider Notification Letters Routine – Not used. Refer to Zone Curtailment Process.

Reports Routine

Use the Incomplete Records standard reports to help you monitor the processing of incomplete records.

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Incomplete Records Reports
Audit Inquiry
Productivity Report
By Patient Name
By Terminal Digit
By Days Outstanding
By Provider and Patient Name
By Provider and Number
By Provider and Days Outstanding
By Reason and Provider
By Provider and Reason
By Locator Recipient
Completed Dates by Provider
HIM Visit Log
PWM Letter Audit Trail by Provider
PWM Letter Audit Trail by Letter
PWM Letter Audit Trail by Date
Failure Queue
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Audit Inquiry

Use this audit trail inquiry to view a list of all activities performed in the Incomplete Records Feature for an incomplete record from the time it is created to the time it is completed. The report lists which activities were performed when and by whom.

You can access this report by either the Audit Trail Inquiry Routine or from the Incomplete Reports Desktop via the History Routine.

Productivity Report

Use this routine to print the Incomplete Record Productivity Report. The system counts the number of times individual users filed the Process Incomplete Record Routine within a specified time period. The report also provides a cumulative total number of times users file the routine.

Incomplete Records Outstanding for a Specified Number of Days

When printing ICR reports, you can list all incomplete records (that is, those records outstanding at least 0 days) or records outstanding for a specific number of days (for example, 14 or more days).

If you want a report for	Use the following routines
All records outstanding for a specified time	**List by Patient Name**
	List by Terminal Digit
	List by Days Outstanding

If you want a report for	Use the following routines
Records outstanding for a specified time, for a specific provider(s)	**List by Provider and Patient Name** **List by Provider and Number** **List by Provider and Days Outstanding**
Records outstanding for the specified time, for a specific provider or providers, for a specific reason or reasons	**List by Reason and Provider** **List by Provider and Reason**
Records outstanding that are signed out of the Health Records Department	**List by Locator Recipient****
Records outstanding that have been completed by providers	**Completed Dates by Provider**
Listing all information collected in the HIM Visits routine	**HIM Visits Log**

**Locator Recipient Report:

The Effect of the LINK on the List Incomplete Records by Locator Recipient Report -(AHR, NLH, PCH, CHR only)

When the Incomplete Records and Record Locator features are LINKED, the system automatically signs out incomplete records to ICR (Incomplete Room) or IMF (Incomplete Main File).

Therefore, when the features are LINKED, an additional field appears on the List Incomplete Records by Locator Recipient Routine screen that allows you to exclude all records signed out to the incomplete records area. You can thus choose to list only those incomplete records that are signed out to locations outside of the Medical Records Department's incomplete records area.

When the Incomplete Records and Record Locator Features are NOT LINKED - (DTH, ECH and PHR only)

You can use the List Incomplete Records by Locator Recipient Report whether or not these features are LINKED. If they are not LINKED and you want incomplete records signed out to a locator recipient to appear on this list, your portion names must be consistent. The name assigned by the Record Locator Feature to the portion of the incomplete record signed out must be the same as that assigned by the Incomplete Records Feature.

Assume, for example, that an incomplete record has the portion name Volume 1, assigned via the Incomplete Records Feature. The Incomplete Records and Record Locator Features are not LINKED,

and you sign out this portion to locator recipient 2E via the Sign Out & Reserve Record Routine. However, you enter Vol I, instead of Volume 1.
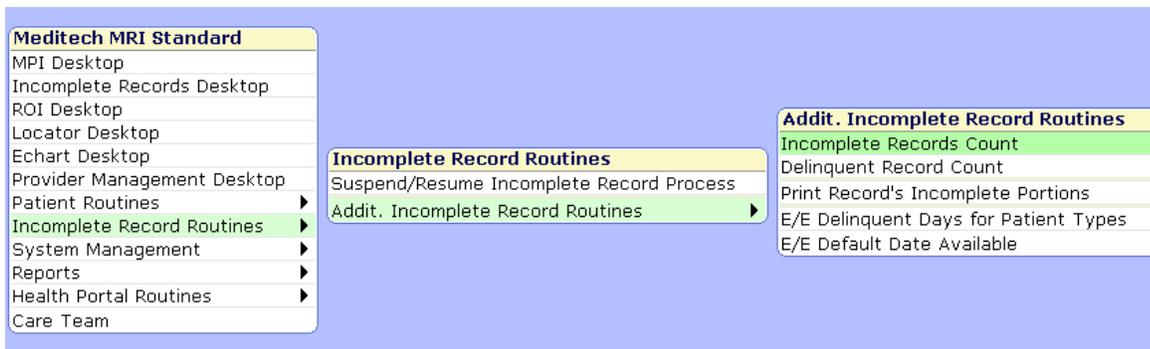
Later, you want to check on the location of your incomplete records signed out to **2E**, so you use the List by Locator Recipient Report and specify recipient **2E**. However, the incomplete record you signed out to **2E** does not appear on the list because the portion name you entered does not match the portion name the record was assigned via the Process Incomplete Record Routine.

PWM Letter Audit Trail Reports – Not used.

Failure Queue Report – Do not use.

Incomplete Record Routines:

The Incomplete Record Routines feature includes additional routines that appear only on the standard menu and not on the Incomplete Records Desktop.

Suspend/Resume Process Routine (DTH, ECH and PHR only)

When the Incomplete Records and Record Locator features are NOT LINKED, this routine allows you to suspend and resume the processing of an incomplete record. The record is SUSPENDED when it is removed from Incomplete Records Processing (for example, sent to the business office for an audit). When it is returned, processing is then RESUMED.

After the SUSPENDED date is entered, the system starts counting the number of days the record is unavailable. It then subtracts this number from the **Day Outstanding** to obtain the number of **Days To Process**, which accurately reflects the amount of time the record is available for the provider to complete.

In addition, each time an incomplete record is SUSPENDED, the system updates the total **Days To Process** count for the record itself; this value appears on the Process Incomplete Records screen.

Additional Incomplete Record Routines

Incomplete Records Count

After you select this routine, the system immediately calculates the total number of records, active in the Incomplete Records feature, that have at least one incomplete portion (that is, all records with an ICR status of incomplete). It then displays that number on the screen.

Delinquent Record Count

Use this routine to calculate the total number of incomplete records that are considered overdue or delinquent records.

Note: This number of days is based on the criteria defined in the Enter/Edit Delinquent Days for Patient Type Routine.

Print Record's Incomplete Portions

Use this routine to print the Record's Incomplete Portions Report. The incomplete records data for all incomplete portions of a single record entered in the Process Incomplete Records Routine appears on the report.

Enter/Edit Delinquent Days for Patient Types – Do not use.

Enter/Edit ICR Default Date Available – Do not use.

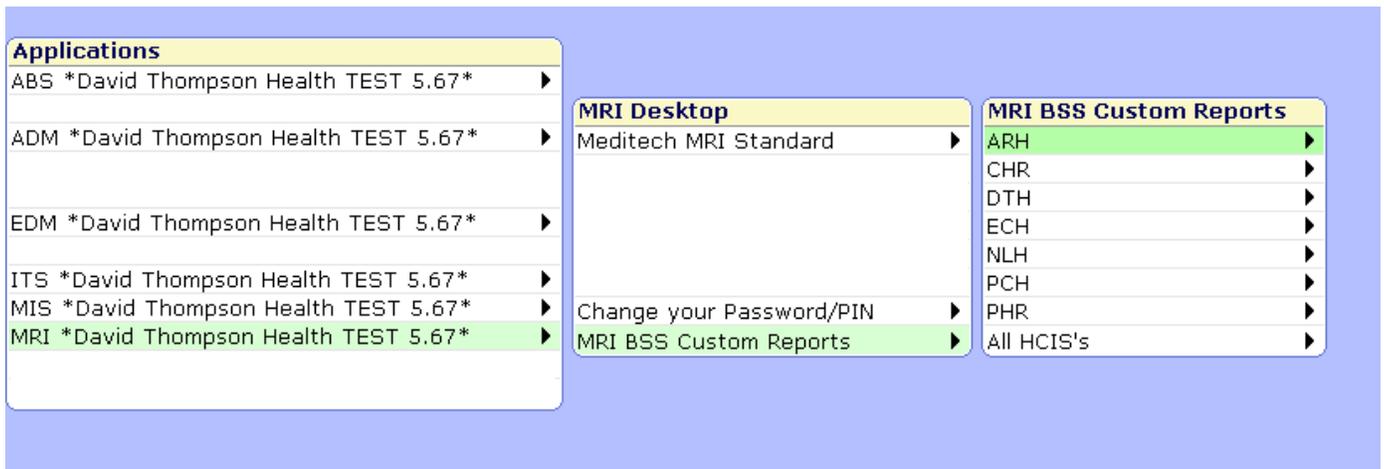## Record Locator: The Link (CHR, ARH, PCH, NLH only)

If the Record Locator and the Incomplete Records features are LINKED, any record that has an ICR reason attached to it will automatically be signed out to ICR (Incomplete Room) or IMF (Incomplete Main File).

If the record is moved to another recipient, the system will automatically reserve the record for recipient ICR or IMF.

When an incomplete record portion is moved, the system automatically suspends the **Days Incomplete** count for all accounts associated with that portion. Therefore, the physician will not have deficient days count against him/her if the chart is not available to him/her.

MRI Custom Reports

Custom reports (aka NPR reports) can be found in the MRI BSS Custom Reports menu. This menu is currently organized by HCIS. Before Go Live, we hope to have this menu organized by each MRI Feature – MPI/Demo Recall, DIU, ICR, ROI, Locator, Public Health and Misc.