

THE CLOSED MEDICAL RECORD SYSTEM

RAYMOND W. BLISS ARMY HEALTH CENTER (RWBAHC), PATIENT ADMINISTRATION DIVISION

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The medical record is used to:

Evaluate your condition and treatment.

Plan for your care.

Document evidence of your medical diagnosis, treatment, and change in condition.

Keep information current.

Communicate between your health provider and all other healthcare professionals who contribute to your care.

Protect your medico-legal interests and those of RWBAHC, your healthcare team, the U.S. Army, and the U.S. Government.

Provide justification of cost incurred by Third Party Payers.

Serve as an instrument for accurate communication among healthcare providers, risk management, performance improvement, Patient Administration personnel and outside regulatory agencies.

To better serve Army Medical Beneficiaries, Army Medical Command directs establishment of a Closed Medical Record System. Raymond W. Bliss Army Health Center implemented a Closed Medical Record System on June 1, 2005.

"Why can't I keep the medical record?"

It is needed to ensure that any medical documents, as well as reports from referrals, are recorded in your file, and so the healthcare provider ordering those studies may review the record when they arrive.

It is GOVERNMENT PROPERTY.(Per AR 40-66, Ch 1 para 1-5)

It ensures medical record accountability.

It ensures the medical readiness for active duty members.

"Am I allowed to hand carry the medical records to other military treatment facilities?"

You will no longer be able to hand carry the records. (Exceptions must be authorized by the Medical Records Custodian)

RWBAHC, as a member of the TRIWEST Network, has implemented a medical record tracking and delivery system.

Each Patient may request **ONLY ONE FREE** copy of the medical record. Request may be made thru the Correspondence Office.

Use of CHCS and AHLTA enables MTFs in this area to share medical information electronically.

If the medical record is kept at home, it will not be available for review before scheduled appointments. It will also be unavailable if you are receiving emergency care at another facility and critical information from your medical record is needed. As an accredited medical facility, RWBAHC must abide by the standards and policies that ensure the privacy and confidentiality of your treatment information.

"What happens when I come in for an appointment?"

Maintaining your medical record at RWBAHC allows the Patient Administration Division to pre-deliver your record to your scheduled appointment. This allows your provider to have the opportunity to review your medical history prior to your appointment. It also allows the timely update of your record anytime information arrives from any other treatment facilities.

"What happens when I have an appointment at another facility?"

Copies of all information pertaining to the referral will be provided to you to take to the appointment. The provider will send his report back to RWBAHC to be filed in your medical record.

By keeping the medical record at RWBAHC: Your records are kept secure. Your records are available when needed. Overall healthcare is improved.

"What are my options?"

We understand how important your medical record is to you and we'll be happy to make a copy for you. The staff in the Patient Administration Division provides copies of medical documentation upon request. Copies of any subsequent medical information may be requested as well. The Patient Administration Division is not able to automatically make copies of all documentation pertaining to your medical record.

"How do I request a copy of my Medical Record?"

Patients can go to the Patient Administration Division (Release of Information Office), room H-7 and complete a DD Form 2870, Authorization for Disclosure of Medical Information. At this time you will be informed when the copy will be ready for pick up; usually 6 to 8 weeks from the date of request.