



Clinical Staff Executive Committee

MEDICAL CENTER POLICY NO. 0248

A. SUBJECT: Amendment of Medical and Billing Records

B. EFFECTIVE DATE: January 1, 2013 (R)

C. POLICY:

A University of Virginia Medical Center patient has the right to request amendment or correction of his/her medical and billing records if documentation is believed to be incomplete or inaccurate.

D. PROCEDURE

1. Responsibility:

Health Information Services (HIS) shall be responsible for receiving and processing requests for medical record amendment(s). Requests for amendment of billing records shall be forwarded to Patient Financial Services (PFS) for processing. Requests for amendment of physician billing records shall be forwarded to the University Physician's Group (UPG) for processing. Requests received by PFS or UPG for amendment of medical records shall be forwarded to HIS.

For purposes of this policy the term "Author" means:

- i. the original author of the medical record entry; or
- ii. where the original author is unavailable, an individual at the same or higher level of responsibility as the original author who has been designated by the original author's supervisor/manager to act upon an amendment request; or
- iii. in the case of billing records, designated PFS or UPG staff.

2. Process to request medical record amendment:

- a. The patient or the patient's agent shall complete a [Request for Amendment of Health Information](#) form.
- b. HIS staff shall route the request to the Author of the medical record entry with the record.

3. Process to request billing record amendment:

- a. The patient or the patient's agent shall complete a [Request for Amendment of Health Information](#) form.

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- b. PFS or UPG staff, as appropriate, shall determine the source of the questioned entry and forward the request to the Author of the entry.

4. Timely response:

The request shall be acted upon by the Author of the documentation in question within 60 days of receipt of the amendment request. An extension of an additional 30 days will be afforded if required, providing the requestor is notified by HIS in writing regarding the reasons behind the delay and the date by which the action upon the request will be completed. Only one extension is allowed per request.

5. Agreement to amend record:

- a. If the Author of the medical record entry agrees with the request for amendment, the record shall be amended by entering a correction in the record without removing or obliterating the original documentation or by dictating an amendment, as appropriate.
- b. If the Author of the billing record entry agrees with the request for amendment, the record (electronic) shall be amended by entering a correction in the record.
- c. HIS shall notify PFS and UPG of amendments to a medical record entry, so that appropriate changes to billing records can be made, as necessary. HIS shall inform the patient or agent that the requested amendment is accepted.
- d. HIS, PFS, and UPG, shall send copies of the amended medical and/or billing records to:
 - any persons identified by the patient on the request form as needing the amendment, or
 - any persons known to the University of Virginia Medical Center or UPG who have copies of the unamended information and may rely upon it to the patient's detriment.

6. Amendment denial:


- a. If the Author of the medical record or billing entry denies the amendment, the patient or agent shall be notified in writing of the denial by HIS, PFS or UPG, as appropriate, and furnished an Amendment Denial Process form.
- b. The patient or agent has the right to submit a written statement disagreeing with the denial. The statement of disagreement shall be documented by the patient or agent on the Amendment Denial Process form and returned to HIS, which shall forward it to the Author of the entry, and to PFS and UPG as appropriate.
- c. The Author of the entry may prepare a written rebuttal to the patient's statement of disagreement and provide a copy to HIS for forwarding to the patient or agent.
- d. If the patient does not submit a statement of disagreement, the patient may request on the Amendment Denial Process form that the Medical Center provide the patient's request for amendment and the denial with any future disclosures of the medical or billing record that is the subject of the amendment.

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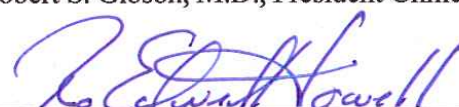
- e. The patient's request for amendment, the denial of the request, the statement of disagreement, if any, and the Medical Center's rebuttal shall be appended or linked to the medical or billing record and included with any future disclosures.

- 7. In the event that the Medical Center is informed of an amendment by another covered entity of a medical or billing record incorporated in the Medical Center's records, the Medical Center's record shall be amended in written or electronic form.

SIGNATURE:



Robert S. Gibson, M.D., President Clinical Staff



R. Edward Howell, CEO, UVA Medical Center

DATE:



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Approved March 2003
Revised December 2006, December 2009, December 2012
Approved by HIM Subcommittee & Quality Committee
Approved by Clinical Staff Executive Committee