



EVERYTHING MATTERS

Documentation in the Client Record

VHA Clinical Governance Forum

Monday, March 30, 2009

What are we going to cover?

- Confidentiality Principles
- Ownership of Client Records
- Content of the Client Record

Confidentiality Principles

- Section 141 Health Services Act
- Historical Background
- Section 141 Exemptions
 - General
 - Specific
 - Health Privacy Principles Exemption
- Summary

Ownership of Client Records

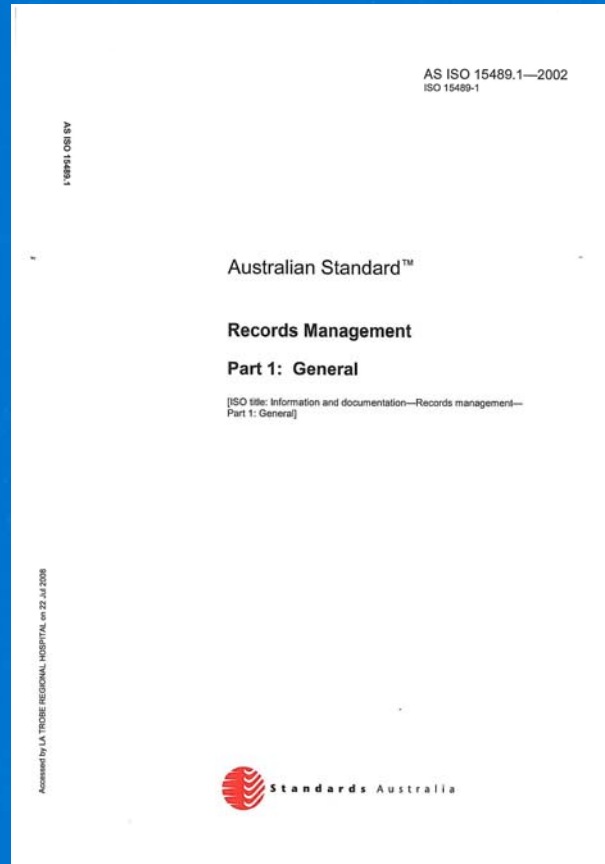
- Status of Employer
- Access by Employees/Contractors

Content of Client Record

Characteristics of a Record

- Authenticity
- Reliability
- Integrity
- Useability

Content of Client Record



Content of Client Record - Characteristics

- A record should correctly reflect what was communicated or decided or what action was taken.

Content of Client Record - Authenticity

An authentic record is one that can be proven

- to be what it purports to be;
- to have been created or sent by the person purported to have created or sent it; and
- to have been created or sent at the time purported.

Content of Client Record - Authenticity

To ensure the authenticity of records, organisations need policies which control:

- creation;
- receipt
- transmission;
- maintenance; and
- disposition of records.

to ensure that record creators are authorised and identified and that records are protected against unauthorised addition, deletion, alteration, use and concealment.

Content of Client Record - Reliability

- A reliable record is one whose contents can be trusted as a full and accurate representation of the facts to which they attest and can be depended upon in subsequent transactions or activities. Records should be contemporaneous, made by individuals who have direct knowledge of the facts.

Contents of Client Record - Integrity

The integrity of a record refers to its being complete and unaltered.

It is necessary that a record be protected against unauthorised alteration. Records management policies must specify:

- what additions or annotations may be made to a record after it is created;
- under what circumstances;
- what annotations may be authorised; and
- who is authorised to make them.

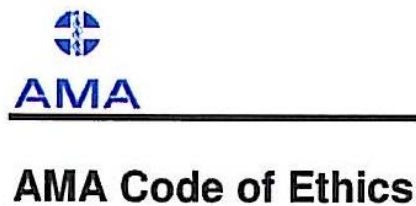
Any authorised annotation, addition or deletion to a record should be explicitly indicated and traceable.

Content of Client Record - Useability

A useable record is one that can be located, retrieved, presented and interpreted.

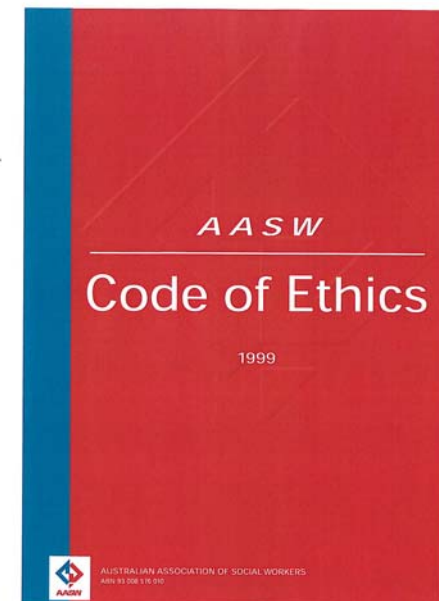
Professional Standards

- Professional Standards and Codes of Conduct set out professional obligations in record keeping



Dental Records
Code of Practice No: C003 [2007]

CODE OF CONDUCT





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