Record keeping – Quality improvement guide



Policies & Procedures

- Develop and implement policies and procedures that provide clear steps and can be effectively maintained.
- Use forms or checklists to help staff complete record keeping tasks.
- Computer security.
- Review and modify your policies and procedures regularly.

Staff Identification

- Allocate the appropriate resources (staff and physical) needed to maintain records.
- Nominate a practice champion to oversee internal audits.
- Delegate responsibility for monitoring administrative record keeping practices.

Training

- Keep a record when staff are trained and what they attended.
- Regularly hold training sessions for any updates to policies and procedures.
- Keep current by seeking advice from professional peak bodies or training institutions.

User Accountability

- Make sure information is collected and stored in a consistent way and all staff follow the same policies and procedures.
- Monitor security and access of patient records.
- Review and update user access to computer systems on a regular basis.

Risk Assessment

- Know your responsibilities.
- Know where to get support
- Review your policies and procedures regularly and invite your staff to provide feedback.



Complete the <u>administrative</u> <u>record keeping</u> and <u>electronic administrative</u> <u>record keeping</u> checklists to evaluate and review your

current processes and procedures.

Use the <u>Medicare billing assurance</u> and <u>Medicare billing assurance charter</u> templates to set out the principles and procedures that support your practice's billing activities under Medicare.



Select a staff member who will enjoy the challenge, accept responsibility and remain accountable.

Challenge your staff to come up with finding new ways to achieve results.



Make sure staff:

Know their
responsibilities — what
to record, how to maintain
records and how long they

should be kept.

Know where to get support — AskMBS responds to enquiries about services listed on the Medicare Benefits Schedule and advice on interpretation of MBS items explanatory notes and associated legislation.



Allocate the appropriate resources needed to maintain your records, for example, staff and physical resources. You may choose

to make the <u>Administrative Record</u> <u>Keeping Guidelines</u> a part of the range of record keeping guidance tools that you have available for staff in your practice.



Conduct your own quarterly audit. Review 10 records at random from each GP in your practice for specific qualities such as clarity, timeliness and consistency.

The <u>Health professional</u> guidelines help you to understand what documents can be used to substantiate services if you are asked to participate in a compliance audit or review.

