Policies and Procedures #A6

EMSA
EMERGENCY MEDICAL SERVICES AUTHORITY

Subject: REVIEW OF PATIENT CARE REPORTS

Department: Administrative   Approved/Amended On: 11/15/2017, 12/13/2012

Approved: Riggs/Abney, Legal Counsel Effective Date: 12/13/2012

This policy/procedure supersedes all other policies/procedures of the same subject.

POLICY

The Patient Care Report (PCR) is the fundamental tool for the documentation of the care and services we provide to our patients. The PCR is an important medical record that must document the assessment and care provided to the patient in a concise and accurate fashion, and in accordance with our regional medical protocols.

The PCR also forms the basis for determining the amount that each patient is to be billed. Therefore, the PCR must accurately provide a picture of the response, assessment and treatment provided to each patient so that billing personnel may accurately determine the level of service that is to be billed along with an accurate summation of that service on the billing claim form.

To this end, it is essential that EMSA maintains a strict quality assurance procedure to ensure that the accuracy and clarity of our patient care documentation is at the highest possible level at all times.

The importance of accurate and through completion of the PCR is a critical job responsibility of all patient care personnel. The clinical staff personnel will thus receive regular training in the principles of accurate patient care documentation, and periodic feedback on the quality of PCR completion.PROCEDURE

- PCRs should be completed by the ambulance crew as promptly as possible following completion of the call.

- PCRs should be checked for accuracy by the crew and the contractor.

- PCRs will undergo quality assurance review by the contractor.

- Addenda and corrections will be made promptly and in accordance with procedures.

- The Compliance Officer or designee will periodically audit PCRs to ensure that all documentation is consistent with EMSA's compliance plan.

- More formal feedback concerning PCR completion will be provided to each crew member on a periodic basis.