



Transfer of Medical Records Policy

1 SUMMARY

The Transfer of Medical Records Policy documents the process for managing patient's medical records including the transfer between general practices. It is important that the provisions of the Privacy Policy are also read in conjunction with this policy.

2 RELATED POLICIES

- Privacy Policy
- Implementation of the Code of Health and Disability Service Consumers' Rights Policy
- Security of Electronic Health Information Policy
- Medicine Reconciliation Policy

3 POLICY PROCEDURES

3.1 Process for Transferring Medical Records from another Medical Centre

- If the patient has chosen to have their records transferred, the patient will write down the previous GP and Practice Name in the relevant section of the enrolment form. The signed enrolment form with the request for transfer of medical records will be faxed or emailed to the previous medical centre,
- The enrolment form will then be stamped with the date of request and scanned into the Patient records.
- The original enrolment form will then be filed in the "Incoming Patient Notes" pigeon hole located at West Wing reception. The reception staff will follow up any notes which were requested and have not been received after a month
- Once the copy of notes has arrived, indicate on bottom of the enrolment form (besides the faxed date stamp) the date that the hard copy and electronic notes were received and file away.
- Make a note in patient Timeline of the date the notes were received and from which Medical Centre. COPY & PASTE this notes into "Patient Edit" screen - "Blank for Practice to add to"

All incoming notes need to be summarised within 10 days of receipt

3.1.1 Importing Electronic GP2GP Notes

- If an electronic copy of the notes arrives, they appear in the Provider's Inbox.
- The Provider will import the patient data. If there is any data that cannot be matched and needs mapping, the Provider can either match this themselves or forward to the Practice Nurse inbox for the nurse assigned to paperwork to complete.

Note: Printing this document may make it obsolete. Always check the Policy and Procedure folder for latest version.

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3.1.2 Hard Copy of Notes - Incoming

- If a hard copy of the notes arrive this date will be annotated on the patient's records.
- The patient's records will then be passed on to the practice nurse to review and update/enter recall dates for screening and immunisations along with other relevant alerts.
- The file will then be passed on to the doctor to review if necessary.

3.1.3 Information to be entered into PMS from Hard Copy notes:

- Immunisation history
- Diagnosis/Coding including:
 - Procedure history
 - Family history
 - Social history
 - Anything else of interest can be put into General Comments screen
- Allergies-Adverse reaction
- Prompts
 - Smoking status
 - Alcohol
- Medication reconciliation: ensure medications are reconciled with external provider correspondence
- Recalls and dates
 - Cervical Smear: If there is no evidence of the woman having had any, look on HealthOne database or email the National Cervical Screening Programme
 - Mammogram: Ensure they are enrolled on the programme.
 - Check for other recalls.
- Once all the information has been entered, write a note in the Patient Timeline stating that the old notes have been summarised.
- ENTER ANY ALERTS FOR STAFF TO GATHER ANY OTHER NECESSARY INFORMATION IF REQUIRED.
- If there is anything that needs attention, bring it to the notice of a doctor.

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3.2 Transferring Medical Records to another Medical Centre

- When a request to transfer notes is received from another practice, it will be scanned and matched to the Patient's Inbox
- If the contact details of the patient has changed, update the Patient Edit screen in the Indici PMS.
- Check the Patient has SIGNED the transfer of note form/enrolment form.
- Check the transfer of records form for:
 - Patient's new Doctor's full name
 - Medical Council No. and
 - EDI address on the request

3.2.1 Exporting Electronic Patient Notes

- In the Indici PMS, go to Patients Menu -> GP2GP -> Export
 1. Search Patient
 2. Fill in the boxes:
 - i. external Doctor's first & last name
 - ii. NZMC No.
 3. Click on the following BLUE tabs
 - i. Patient Demographic
 - ii. Clinical Information
 - Encounters
 - Allergies
 - Vitals
 - Problems
 - Medication
 - Immunisations
 - Procedures
 - Diagnostic Reports
 - ACC
 - Family History
 - Social History
 - iii. Clinical Document
 - Document
 - Information Recipient
 - Document Creator
 - Usual GP
 - iv. External Document
 - Inbox
 - Outbox
 - v. Export - untick the following
 - Warnings
 - Next Of kin
 - vi. Enter Receiver EDI and click "Export"
 4. Untick Patient Enrolment & Appointments

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3.2.2 Hard Copy of Notes – Forwarding

- Check to see whether the Patient has a hard copy FILE of notes. If they do,
 1. attach a CONFIRMATION OF RECEIPT form
 2. Send to Patient's new medical centre:
 - i. If the medical centre is outside of Christchurch, send in a courier bag with tracking no.
 - ii. if sending to a Christchurch Medical centre, send via CHL courier.
- Make a note of where you have sent the GP2GP and hard copy of notes in the Patient Timeline. COPY & PASTE this notes into "Patient Edit" - "Blank for Practice to add to"
- If there is no hardcopy of records, wait until the next day to fax off Confirmation of Receipt to the medical centre.
- Put the request for transfer of records form in the "Patient Notes Transferring Out" pigeon hole at West Wing reception.
- Wait for reply from another medical centre to confirm if all notes been received and then file the request form in the "Patient Notes Transferring Out" Folder located at west wing reception.
- It is the role of the Head Receptionist to ensure someone checks that we have received the "confirmation of receipt of notes" from the other medical centre on a monthly basis. If there is no receipt, reception is to phone the medical centre to request it.
- When a patient has transferred to another Practice, the PMS will automatically be updated reflect this; Registration status will be changed to 'Transferred' and the enrolment status changed to un-enrolled.
- Records will be transferred out within 10 days of being requested.
- Record on the Patient's timeline how the records were sent (electronically, GP2GP, post or courier).
- When being sent by post or courier, a form to acknowledge the receipt of medical records will be enclosed with the notes. When this acknowledgement is returned, it will be scanned into the patient's records.
- If a patient wishes to collect their notes themselves, they will need to sign a consent/receipt form. The signed form will be scanned into the patient's records.

The transfer of patient medical records must be actioned promptly.

- When requesting notes to be transferred in, the enrolment form should be posted/emailed/faxed within the same day of the patient signing it where possible, but certainly within 2 working days.
- When transferring notes to another Medical Centre, this should be completed within 10 working days.

4 REFERENCES

- Privacy Act
- Health information Privacy Code 1994
- The Code of Health and Disability Services Consumers' Rights 1996

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