



Scan and Shred Quality Assurance – or - Quality Assurance Document Imaging (Scan) to

EMR

If you have run out of room to store paper records or are implementing new digital technology you may need to scan original documents. A comprehensive scanning process, with written quality assurance monitoring, will help you to shred the source transient document as part of your routine office practices.

If you have an electronic records management system or receive faxes in digital format, you need to ensure that you have a comprehensive indexing system. You can use this quality assurance monitoring process when using document imaging and indexing prior to deleting the source document.

Healthcare providers and practice managers may be anxious about shredding source documents. When you can consistently document that the quality assurance levels are high, you can provide reassurances about your good practice management.

Another benefit of a good quality assurance program is increased workflow and productivity. We all want to do a good job and often times the person doing the scanning or indexing double and triple-checks their work to make sure that everything is correct. This slows down the work! With a good, consistent quality assurance program in place, the operators become more confident and more effective.

This document management tip is intended to help you along your journey by guiding you through a series of questions and providing resources to get started.

It is expected that you will review and refine these documents to meet your needs.

Related Information Managers Ltd resources:

Document Management Tip: Archive Log
Practice Management Nugget Webinar: Archive and Shred Oh My!

Contact Us:

Jean L. Eaton, B Admin, CHIM
INFORMATION MANAGERS LTD.
Cell: 780.237.7605
Fax: 1.866.655.7780
www.informationmanagers.ca
Email: jean@informationmanagers.ca

Information Managers provides a workshop series on *Privacy, Confidentiality, and Security for Medical Offices*© for clinics by webinar, public workshops and customized on-site workshops to private practices.

Information Managers *It's the elephant in the room: your practice depends on your record management, and the privacy and protection kinds of confidential information.*



of all

But sometimes taking care of this elephant can be a challenge.

We're here to help. Information Managers specializes in health information management, policies & procedures, records management, clinic management practice efficiency and workflow consultation as well as privacy and security in the Health Care sector.

We give you the confidence to take care of the elephant in the room.

This publication provides general guidance for a medical office in Alberta. Consultation with your information systems, health records, and privacy office is recommended. For additional assistance, contact Information Managers Ltd.

**Procedure #___: Scan and Shred Quality Assurance – or -
Quality Assurance Document Imaging (Scan) to EMR**

Start Date:

Revision Date :

Approved By:

Date:

Purpose: Prior to implementing a 'scan and shred' practice implement a quality assurance routine to ensure accuracy of scanned documents.

Related Procedures: Index Procedure with Categories Listing. Inventory of sample forms with index categories, date format, rules for healthcare provider reviews, etc.

Frequency: Implement quality assurance activities as often as necessary to provide confidence that process is performed consistently and correctly. Adjust the frequency when there are changes to the process, for example:

- New or changes to software or hardware
- New staffing
- Whenever results are lower than expected
- Whenever procedures or work flow are implemented

When quality assurance monitoring documents a consistently high standard, the frequency of this quality assurance process can be done routinely on a monthly or other appropriate schedule.

QA Scan and Shred Program Implemented (Date):

Instructions:

1. For each estimated 500 documents (or other ratio your practice decides is appropriate) that have been scanned, randomly select 10-20 documents that have been scanned and is waiting for shredding.
2. Look up each document in the EMR and note if the image is clear and indexed to the correct patient and visit.
3. Note the identity of the employee that did the scanning (to ensure you have a good sampling of all employees over time) and date the scan was completed.
4. If there are no errors, repeat the QA monthly OR
5. Record any errors and corrective actions. If errors are noted, repeat the QA more frequently (weekly) until an acceptable accuracy rate is achieved.

Reminders:

6. Documents identified for shredding must be maintained for at least one full backup schedule prior to shredding.
7. This QA Monitoring log is maintained permanently by the Clinic Manager.
8. Prior to implementing, ensure that you have reviewed and document your records retention requirements with related professional colleges and legislation.

Scan and Shred QA Monitoring Form

Date:

QA Performed by:

Our QA target is: For every 500 documents scanned, 95% accuracy rate or better is expected.

ID #	Date Scanned	Initials of Entry Author	Image Clarity	Indexed to Correct Patient	Correct Index Category	Indexed to Correct Visit Date	Comments / Errors / Corrective Action
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
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Reviewer's Overall Comments:

Next Scheduled Review:

Reviewer's Signature: