

Practice Management Nugget © Webinar Learning Guide

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Guest Expert: Katherine LaPorte, Clinic Manager, Baker Clinic

1. Benefits of a good quality assurance program:
2. The Health Information Act makes information security provisions requiring custodians to protect individually identifying health information in their custody or control by making reasonable security arrangements to protect against unauthorized access, collection, use, disclosure, or destruction. These same procedures apply to other types of important records in your practice – employee, accounting, business contracts, for example – that requires secure safeguards.
3. **Records Retention.** Determine which, if any, records have met the minimum records retention policy and which could be securely destroyed. The Alberta College of Physicians and Surgeons Retention Schedule states that chart destruction may occur 10 years after the end of the year in which the last visit was recorded and at the end of the 20th year following birth for records of minors who are no longer patients whichever comes later. (CPSA Standard 21, section 9).
4. **Other records retention requirements that may apply are:**
5. An Information Management Agreement (IMA) is a legislative requirement of the Health Information Act. Section 66(2) requires that the agreement be in writing; section 7.2 of the Health Information Regulation specifies the details of the agreement.
6. The information in a medical record belongs to and must be provided to the patient when it is requested. In the event of closing a medical practice you can anticipate that there will be many requests to access records. Review (and revise if necessary) your written policies and procedures to ensure that you have an efficient process that accurately documents the request.

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[FREE Resources](http://informationmanagers.ca/digital-resources) (see <http://informationmanagers.ca/digital-resources>):

Document Management Tip: Archive and Destruction of Patient Records
Document Management Tip: Closing (or Moving) a Physician Practice
Document Management Tip: Scan and Shred Quality Assurance – or - Quality Assurance
Document Imaging (Scan) to EMR
Practice Management Nugget Webinar: Archive and Shred Oh My!

Practice Management Nuggets© weekly interview series with practice managers, healthcare providers, or trusted vendors who support healthcare practices. Topics include things you need to know to help you start, grow, fix, or maintain your healthcare practice. Hosted by Jean Eaton, The Practice Management Mentor. See <http://www.informationmanagers.ca/privacy-training> for upcoming events.