

SWEET MEDICAL CENTER POLICY & PROCEDURES MANUAL

ADMINISTRATION

Patient Request to Amend Medical Record

For purposes of accuracy and completeness, a patient may request in writing that Sweet Medical Center, Inc. correct or amend the record of his/her health care information. As promptly as the circumstances require, but no later than ten (10) days after receiving a request from a patient to correct or amend the record, we will:

- Make the requested correction or amendment and inform the patient of the action and of the patient's right to have the correction or amendment sent to previous recipients of the health care information in question;
- Inform the patient if the record no longer exists or cannot be found;
- If Sweet Medical Center, Inc. does not maintain the record, inform the patient and provide him/her with the name and address of the person who maintains the record;
- If the record is in use or unusual circumstances have delayed the handling of the correction or amendment request, inform the patient and specify in writing the earliest date, not later than 21 days after receiving the request, when the correction or amendment will be made or when the request will otherwise be disposed of; or
- Inform the patient in writing of our refusal to correct or amend the record as requested, the reason for the refusal, and the patient's right to add a statement of disagreement and to have that statement sent to previous recipients of the disputed health care information.

The correction or amendment will be made as follows:

- A staff member may add a clinical note in EHS Chart outside of the provider note for the visit in question. This will enable the blue "clinical note" button for that visit.
- The added note must include the name of the person making the request, the date of the request, the change requested, the reason for the change, and the name of the staff member making the note.

If Sweet Medical Center, Inc. chooses not to make the patient's proposed correction or amendment, we will:

- Permit the patient to file as part of the record a concise statement of the correction or amendment requested and the reasons therefore; and
- Mark the challenged entry to indicate that the patient claims the entry is inaccurate or incomplete and indicate the place in the record where the statement of disagreement is located, in a manner practicable under the circumstances.

Approved: _____
(Date)

Chair, Board of Directors