

**Institutional Handbook of Operating Procedures**

**Policy 09.02.09**

Section: Clinical Policies	Responsible Vice President: Executive Vice President and CEO UTMB Health System
Subject: Patients' Records	Responsible Entity: Health Information Management

**I. Title**

*Delinquent Medical Record Management*

**II. Policy**

Medical records are clinically pertinent and should be completed within thirty (30) days of an inpatient observation, day surgery discharge, or outpatient encounter. Autopsy reports should be completed within 60 days. If records are not completed within these timelines, then they are considered delinquent.

Autopsies at UTMB Health Angleton Danbury Campus are handled by the County Medical Examiner, not by UTMB personnel. Therefore, the autopsy reports availability within 60 days of the patient's death cannot be enforced.

Institutional delinquency criteria are developed based on The Joint Commission and other regulatory agency standards, as well as the Medical Staff Rules and Regulations. UTMB clinical departments and entities are encouraged to enforce their own, more stringent criteria and policies for record completion purposes.

**III. Procedures**

The following procedure is to be used when implementing corrective action for medical staff members with delinquent inpatient, observation or day surgery, or outpatient encounter medical records. Notification of corrective action will be sent by Medical Staff Services after review by MSEC as follows:

1. On a monthly basis, Health Information Management (HIM) notifies the MSEC of any practitioner who has an outstanding delinquent medical record.
2. Corrective action by the MSEC, and the Medical Staff Office as appropriate, may include:
  - a) A request that the practitioner complete all records within 7 days or lose clinical privileges until the delinquent records are completed;
  - b) Medical Staff suspension, as outlined in the Medical Staff Bylaws;
  - c) Limitation or reduction of clinical privileges; and
  - d) Other appropriate action as determined by the MSEC.

**IV. Definitions**

Delinquent Medical Record: A medical record that remains incomplete more than 30 days after the inpatient, observation or day surgery discharge, or outpatient encounter. The specific documentation elements that are tracked for delinquency status include admission H&P, operative report, discharge summary, and clinic note.

**V. Related UTMB Policies and Procedures**

[IHOP – 09.02.06- Medical Record Access](#)

[IHOP – 09.02.13- UTMB Medical Record Policy](#)

[Bylaws and Rules and Regulations of the Medical Staff](#)

**VI. Dates Approved or Amended**

<i>Originated:</i> 12/01/1990	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
02/02/2012	09/15/2016
08/18/2020	

**VII. Contact Information**

Health Information Management  
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