

Institutional Handbook of Operating Procedures
Policy 09.02.03

Section: Clinical Policies	Responsible Vice President: EVP and CEO Health System
Subject: Patient Records	Responsible Entity: Health Information Management

I. Title

Retiring Incomplete Medical Records

II. Policy

The Department of Health Information Management (HIM) will strive to ensure that all medical records are completed within the time frames delineated in the *Bylaws of the Medical Staff*. If a healthcare provider permanently leaves UTMB without completing medical records, the medical records will be completed by any appropriate means necessary.

III. Procedures

If a physician leaves UTMB with incomplete electronic medical records and can be contacted, Information Services will be notified to reinstate the provider's Electronic Medical Record (EMR) access. HIM will arrange EMR access using the External Reviewer process. This process limits EMR access to the incomplete records that are assigned to the provider.

If the physician who left UTMB permanently cannot be reached and an alternate provider has or can be identified, the record may be reassigned for completion.

If the original physician has died, cannot be contacted, or an alternate provider cannot be identified, the HIM department will contact either the outpatient clinic manager or the appropriate department chair to work with HIM to close the record.

- For inpatient, observation, and ambulatory surgery records, a statement will be placed as an addendum to an electronic document in the EMR, stating that the record was closed administratively.
- For open ambulatory encounters, the Chief Medical Information Officer will administratively close the encounter.

If a release of information is requested regarding a retired incomplete medical record, [HIM – 06.04.01 - ROI - Disclosure of Medical Information \(Non-Judicial\)](#), will govern.

IV. Relevant UTMB Policies and Procedures

[IHOP - 06.02.38 - Access to Protected Health Information by External Entities](#)

[IHOP - 09.02.09 - Delinquent Medical Record Management](#)

[HIM - 6.4 01 – ROI - Disclosure of Medical Information](#)

V. Dates Approved or Amended

<i>Originated: 04/01/1990</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
09/05/2013	10/06/2016
05/15/2020	12/19/2016

VI. Contact Information

Health Information Management
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