

Ref no: 005150119  
From: ben dearden [rbdearden@outlook.com](mailto:rbdearden@outlook.com)  
Date: 15/01/19  
Subject: Health records (electronic or paper health records)

## REQUEST & RESPONSE

1. Please provide all strategies relating to health records (electronic or paper health records) at your Trust – [The Hospital Informatics Strategy covers the electronic patient health records \(attached\)](#)
2. Please provide all policies relating to health records (electronic or paper health records) at your Trust - [Management of Health Records Policy attached](#).
3. In relation to the implementation of EPR, Clinical EDMS at your Trust, please provide: [We have been using EDMS for approximately 10 years and the documentation has been archived and is no longer relevant.](#)
  - a. Implementation plans
  - b. Project plans
  - c. Project issue/risk logs
4. In relation to the transition from paper to digital health records at your Trust, please provide: [As above](#)
  - a. Any paper to digital transition plans
  - b. Benefit realisation documents
5. In relation to paperless/paperlite outpatient consultations at your Trust, please provide: - [Outpatient Clinic Prep Process \(attached\)](#)
  - a. Policies
  - b. Procedures
  - c. Processes
  - d. Guidance documents
  - e. Process maps
  - f. Process flowcharts
  - g. Service standards/KPIs

6. In relation to the creation of health records for new patients in acute admission wards/emergency departments at your Trust, please provide: - [Process for Managing A&E Attendances Admission/Discharge \(attached\)](#)
  - a. Policies
  - b. Procedures
  - c. Processes
  - d. Guidance documents
  - e. Process maps
  - f. Process flowcharts
  - g. Service standards/KPIs
  
7. In relation to the provision and delivery of health records to clinical staff for existing/already known patients in acute admission wards/emergency departments at your Trust, please provide: [As no.6 above](#)
  - a. Policies
  - b. Procedures
  - c. Processes
  - d. Guidance documents
  - e. Process maps
  - f. Process flowcharts
  - g. Service standards/KPIs
  
8. In relation to the creation of health records for babies delivered at your Trust, please provide: [Maternity & Gynaecology Services SOP \(attached\)](#)
  - a. Policies
  - b. Procedures
  - c. Processes
  - d. Guidance documents
  - e. Process maps
  - f. Process flowcharts
  - g. Service standards/KPIs
  
9. In relation to the management and prevention of loose clinical documentation/health records at your Trust, please provide: [Process for the Prepping and Scanning of Ad Hoc Documents \(attached\)](#)
  - a. Policies
  - b. Procedures
  - c. Processes
  - d. Guidance documents
  - e. Process maps
  - f. Process flowcharts
  - g. Service standards/KPIs

10. In relation to the management and prevention of missing or misplaced clinical documentation/health records at your Trust, please provide: [Process for Casenotes Send/Receive \(attached\)](#)

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

11. In relation to health records held within E-Referral Service/Choose & Book such as referral letters, how is this shared with, accessed through or manually copied onto your EPR/EDMS at your Trust, please provide: [Process for Managing Referrals \(attached\)](#)

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

12. In relation to the integration of community and acute health records at your Trust, please provide: [An integrated community and acute health records system known as St Helens Care Shared Record has been developed and is being rolled out.](#)

[The St Helens Shared Care Record is a secure virtual health and social care record. It pulls key information from several different health and social care records and stores it in one combined record. This enables health and social care professionals to find all the key information for your care in one place.](#)

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

13. In relation to the health record documentation sources defined for use by clinical coders at your Trust, please provide: [Coding has no specific policies or procedures relating to the use of the health record.](#)

The Clinical Coding Department does however, undertake regular internal clinical coding audits and the Records Management project undertakes in-depth reviews of documentation and assigned clinical codes with the clinicians. This information is documented and fed back to the clinicians and the Records Management Board.

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

14. In relation to any health records management functions provided by non-NHS suppliers at your Trust, please provide: [N/A](#)

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs
- h. Any information demonstrating benefits attributable to these arrangements