

THE CLOSED MEDICAL RECORD SYSTEM

MUNSON ARMY HEALTH CENTER (MAHC), PATIENT ADMINISTRATION DIVISION

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The medical record is used to:

Evaluate your condition and treatment; plan for your care; document evidence of your medical diagnosis, treatment, and change in condition; keep information current; communicate between your health provider and all other healthcare professionals who contribute to your care; protect your medic-legal interests and those of MAHC, your healthcare team, the U.S. Army and the U.S. Government; provide justification of cost incurred by Third Party Payers; serve as an instrument for accurate communication among health care providers, risk management, performance improvement, Patient Administration personnel and outside regulatory agencies.

To better serve Army Medical Beneficiaries, the Department of Defense (DODI 6040.43) and the Army Medical Command (Policy 06-037) directs establishment of a Closed Medical Record System. Munson Army Health Center implemented a Closed Medical Record System on 1 October 2008.

“Why can’t I keep the medical record?”

It is needed to ensure that any medical documents as well as reports from referrals are covered in your file, and so the healthcare provider ordering those studies may review the record when they arrive.

The record is GOVERNMENT PROPERTY. (Per AR 40-66, Ch 1 para 1-6)

It ensures medical record accountability.

It ensures the medical readiness for active duty members.

“Am I allowed to hand carry the medical records to other military treatment facilities?”

You will no longer be able to hand carry the records. (Exceptions must be authorized by the Medical Record Custodian)

Use of CHCS and AHLTA enables Military Treatment Facilities to share information electronically.

If the medical record is kept at home, it will not be available for review before scheduled appointments. It will also be unavailable if you are receiving emergency care at another facility and critical information from your medical record is needed. As an accredited medical facility MAHC must abide by the standards and policies that ensure the privacy and confidentiality of your treatment information.

“What happens when I come in for an appointment?”

Maintaining your medical record at MAHC allows the Patient Administration Division to pre-deliver your record to your scheduled appointment. This allows your provider to have the opportunity to review your medical history prior to your appointment. It also allows the timely updates of your record anytime information arrives from any other treatment facilities.

“What happens when I have an appointment at another facility?”

Copies of all information pertaining to the referral will be provided to you to take to the appointment. The provider will send his/her report back to MAHC to be filed in your medical record.

By keeping the medical record at MAHC: Your records are kept secure. Your records are available when needed. Overall healthcare is improved.

“What are my options?”

We understand how important your medical record is to you and we’ll be happy to make a copy for you. The staff in the Patient Administration Division provides copies of medical documentation upon request. Copies of any subsequent medical information may be requested as well. The Patient Administration is not able to automatically make copies of all documentation pertaining to your medical record.

“How do I request a copy of my Medical Record?”

Patients can go to the Patient Administration Division, Release of Information Office, room 1B17A and complete a DD Form 2870 Authorization for Disclosure of Medical Information. At this time you will be informed when the copy will be ready for pick up; usually 6 to 8 weeks from the date of request.