**The Art of Writing Medical Records©2022**

**by Linda Crews, BScH, DVM**

**Most Common Mistakes Made:**

* Elements are Missing - incomplete or too brief
* Illegible - cannot read them
* Confusion - DOB vs age at the time
* Inadequate description of PC or PE findings
* No assessment +/- No Rule-Outs
* Client Info is not updated - cannot contact
* No Treatment Plan to follow
* No Summary Diagnoses
* Inconsistent Dates
* Inconsistency between Veterinarians
* Documents missing or Out of Order
* Test Results NOT Interpreted so mistakes are made
* If it was written, it wasn’t done

**Ideally Medical Records Would Include:**

1. Patient Information
2. Client Information - up to date
3. Emergency Contacts & Authority
4. Date of every visit
5. History (Previous & Current)
6. Current weight - every time
7. Complete Physical Exam Data
8. Assessments & Differentials (Rule-outs)
9. Any Professional Advice given
10. Medical Treatments (Fluids, Drugs, Therapies, Nursing Care)
11. Surgical Treatment (Prep, Surgery, Post-op Care, Assessment of Recovery)
12. Adverse Events – Visits, Drugs, Reaction
13. Reports - Labs, Referrals, Anesthetic Monitoring
14. Final Summary Diagnoses/Conclusion
15. Fees & Charges
16. All Logs, X-rays, Ultrasound, Photos, Consent Forms
17. Insurance Forms, Communication Logs, Declined Care, Estimates
18. Initials of all Participants
19. Identifier and time stamp at top of each page
20. Everything you & your team do, deserves credit! Record it!

**Use SOAP or DAP**

1. HEAR
2. SEE
3. THINK
4. PLAN

**GOOD Medical Records Support YOU, Your Clients, Your Patients & Your Practice !**

* Financially
* Legally
* Medically
* Quality
* Accurately
* Scientifically
* Efficiently
* Successfully
* Emotionally
* Professionally

**Self -Assessment Tool - Medical Records Workshop**

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| --- | --- | --- | --- | --- |
| **RECORD KEEPING SKILLS** | **Always** | **Needs**  **Improvement** | **Missing** | **N/A** |
| 1. Our record keeping system allows for quick and easy retrieval of a COMPLETE patient file |  |  |  |  |
| 1. Our records are legible to anyone, not just our staff |  |  |  |  |
| 1. Patient Info is clearly visible on EVERY component of the file (including back of pages) |  |  |  |  |
| 1. A master Problem List or Cumulative Profile is present AND maintained |  |  |  |  |
| 1. The date of each visit or contact is reported (not just the exam dates) |  |  |  |  |
| 1. The presenting complaint is CLEAR at the top of each entry |  |  |  |  |
| 1. History is detailed enough that an outsider could clearly determine all the factors (present & past) |  |  |  |  |
| 1. The duration of the sign(s) is noted as well as whether it’s better or worse |  |  |  |  |
| 1. There is a detailed description of the sign (s) |  |  |  |  |
| 1. Physical examination findings are recorded (both normal and abnormals) |  |  |  |  |
| 1. An assessment of the patient is recorded |  |  |  |  |
| 1. A diagnosis present (Tentative & Final) |  |  |  |  |
| 1. Lab tests, x-rays & all diagnostics are recorded and interpreted/assessed |  |  |  |  |
| 1. These test interpretations are discussed with clients and all advice/info is recorded |  |  |  |  |
| 1. The treatment PLAN is recorded, and the treatments performed are recorded with detail |  |  |  |  |
| 1. Doses, durations, methods of admin, timing and response to prescribed meds are noted |  |  |  |  |
| 1. Copies of Client education, discussions, hand-outs provided, and discharge instructions are kept in the file |  |  |  |  |
| 1. Surgical notes contain location, size, colour, tissue texture, procedure, suture, and result |  |  |  |  |
| 1. Anesthetic monitoring forms contain all required details & pets are monitored through recovery until discharge |  |  |  |  |
| 1. Logs are maintained for surgery/anesthesia, radiology & controlled substances |  |  |  |  |
| 1. Drug log audits are performed q 1-2 weeks |  |  |  |  |
| 1. Consent forms are detailed, reviewed, signed and show informed consent |  |  |  |  |
| 1. Entries are ALL signed by both staff & vets |  |  |  |  |
| 1. Changes to records are addendums in real time, or crossed & initialed |  |  |  |  |
| 1. We protect the PRIVACY of personal information |  |  |  |  |
| 1. We have internal protocols for records security (backups, the cloud) |  |  |  |  |
| 1. Our team provides medical information to other Veterinarians or to the client with speed, ethics, accuracy and professionalism. |  |  |  |  |