

CALIFORNIA PRISON HEALTH CARE SERVICES



VOLUME 1: GOVERNANCE AND ADMINISTRATION	Effective Date: 1/1/11
CHAPTER 19B	Revision Date (s):
CENTRAL TRANSCRIPTION SERVICES	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PROCEDURE OVERVIEW

The purpose of this procedure document is to facilitate the timely and accurate health care documentation compliant with all applicable statutory and regulatory requirements.

II. RESPONSIBILITIES

- A. Relevant Health Care Staff:** medical transcriptionists, health records staff and designees, and office clerical staff
- B. Medical and Mental Health Care Providers:** including but not limited to physicians, physician assistants, social workers, registered nurses and nurse practitioners treating patient-inmates

III. PROCEDURES

A. Staff Requirements

- 1. HIPAA
 - a. All medical transcriptionists and office clerical staff shall be trained on the applicable Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance standards.
 - b. All medical transcriptionists shall sign a confidentiality statement. The confidentiality statement shall document that the transcriptionist has received HIPAA training and understands the importance of ensuring the privacy of patient-inmates' Protected Health Information (PHI).
 - c. The signed statement shall be filed in the transcriptionist's personnel file.
 - d. A copy of the Summary of the HIPAA Privacy Rule shall be available for all departmental personnel to review at any time.
- 2. PHI Guidelines
 - a. Within Central Transcription Services, PHI shall be used strictly for the transcription of medical and psychiatric dictation.
 - b. Medical transcriptionists shall immediately report any breach of PHI confidentiality to the medical transcription supervisor, who will report the breach to the California Prison Health Care Services' (CPHCS) Information Security Officer.
 - c. Medical transcriptionists shall properly dispose of any previously transcribed PHI by giving the material to the medical transcription supervisor.
 - d. Medical transcriptionists shall direct any questions pertaining to PHI to the medical transcription supervisor.

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B. Reports

1. Routing and Approval

- a. Transcription staff shall transcribe all dictated reports using Crescendo's transcription software within prescribed turnaround times.
- b. Transcribed documents are automatically routed to institutions for electronic authentication and batch printing at each institution's Health Records Department.
- c. Transcribed reports shall be routed to the dictating clinician for signature.

2. Digital Signatures

- a. All transcribed reports must be digitally signed within 72 hours of arriving in the dictating clinician's signature queues.
- b. Reports must be digitally signed before they are printed.
- c. If a report is urgently requested and has not yet been signed, it can be demand-printed as a "draft only" version.
- d. Reports that have been electronically signed may be viewed in a "read-only" mode by any authorized clinician within the California Department of Corrections and Rehabilitation system.