



VOLUME 6: HEALTH INFORMATION MANAGEMENT	Effective Date: 08/2016
CHAPTER 10	Revision Date:
6.10.2 HEALTH RECORD EXCEPTION PROCESS PROCEDURE	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PROCEDURE OVERVIEW

California Correctional Health Care Services Health Information Management (HIM) shall ensure staff is knowledgeable of the Exception Processing Team (EPT) process. The Exception Types include:

- Document belongs to a different California Department of Corrections and Rehabilitation number.
- Document is filed in the wrong Tab.
- Document is filed in the wrong Sub Tab.
- Wrong Document Type.
- Wrong Encounter Date.
- Other.

II. RESPONSIBILITY

Under the direction of the Deputy Director, Medical Services and Chief of HIM, the EPT is responsible for making all necessary corrections to the health record.

III. PROCEDURE

- A. The EPT process is utilized when the health record user discovers an error in scanning (i.e., the document is scanned to the wrong Tab or Sub Tab or the document is placed in the wrong patient's health record), at which time the user shall file/send an exception report to the EPT.
- B. All reported exceptions shall be reviewed and processed by the EPT.

IV. REFERENCES

- Hewlett Packard, *Exception Process Manual*, Draft Version 0.1, ©2010