

MANUAL: HEALTH INFORMATION MANAGEMENT

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SUBJECT: HEALTH INFORMATION MANAGEMENT SERVICES

POLICY – HEALTH INFORMATION MANAGEMENT SERVICES

GENERAL:

1. The Health Information Management (HIM) Departments are the health information centers for MercyOne Northeast Iowa (MercyOne).

Services and responsibilities afforded to Health Information Management are as follows:

- A. Master Patient Index is maintained by Data Integrity
- B. Storage and retrieval of records
- C. Assembly and quantitative analysis to determine record completeness
- D. Transcription of dictated reports (history and physical examinations, operative reports, consultations, stress tests, social histories, discharge summaries, EEG reports, physical therapy notes, emergency room reports, physician office notes, and other notes)
- E. Coding/abstraction of the record in compliance with policy
- F. Submission of diagnosis, procedure codes, and DRG to the Business office for billing purposes
- G. Answering of telephone and correspondence requests, including Release of Patient Information in accordance with administrative policy
- H. Provision of assistance in medical staff and departmental audits (data retrieval, analysis, and/or consultation)
- I. Assistance to medical staff and allied health professionals in research products
- J. Completion of various statistics for administrative and departmental use
- K. Iowa Foundation for Medical Care correspondence
- L. Review of charts to ensure documentation is present and completed according to policy

DIRECTION:

Health information management for the hospitals and clinics within MercyOne is under the direction/supervision of a person credentialed by the Health Information Management Association as a Registered Health Information Administrator (RHIA) or Registered Health Information Technologist (RHIT).

RECORD MAINTENANCE:

Inpatient, observation patient, ambulatory surgery patients, and outpatient clinic patient records will be maintained by the HIM department. For dates after October 27, 2017 hospital records are maintained in an electronic format in Powerchart in the Cerner software. Archive records are accessible via "other clinical systems" in Cerner for records prior to October 27, 2017. Prior archive records are stored in Papervision and HPF for hospital.

For dates after August 27, 2017 MercyOne Medical Group Northeast Iowa records are maintained in an electronic format in EPIC. Archived records are accessible through an archive system via Informatica through Cerner and Epic prior to August 27, 2017. Paper charts are maintained and stored at various provider sites and at an offsite medical record storage company.

MEDICAL TRANSCRIPTION SERVICE:

Medical Transcription services are provided by an outside vendor. Processes are in place to assure confidentiality.

MEDICAL RECORD RETRIEVAL:

1. Health Information Management personnel are available during normal business hours to obtain documentation for health services provided.
2. When the HIM department is closed, the House Supervisor may be contacted for assistance.



MercyOne

- X Cedar Falls Medical Center
- X Medical Group Northeast Iowa
- X Oelwein Medical Center
- X Waterloo Medical Center

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OPERATION:

Health Information Management department is open daily. Hours vary by site.

1. MercyOne Waterloo Medical Center
Hours are Monday thru Friday from 7:00 a.m. to 4:30 p.m. and closed Saturday and Sunday. Closed all major holidays. In case of an emergency during the time when the department is closed, contact the House Supervisor for assistance.
2. MercyOne Oelwein Medical Center
Hours are Monday through Friday from 7:00 a.m. to 3:30 p.m. In case of an emergency during the time the HIM department is closed, HIM staff may be contacted, at home via call list, for assistance.
3. MercyOne Cedar Falls Medical Center
Hours are Monday through Friday, 7:00 a.m. to 4:00 p.m. In case of an emergency during the time the HIM department is closed, contact the House Supervisor for assistance.
4. MercyOne Medical Group Northeast Iowa
Clinic HIM departments are open and staffed to match the hours of clinic operations. Typical hours are 8:00 a.m. to 4:30 p.m.

REFERENCES:

SEE ALSO:

DATE OF ORIGIN: 7/04/86

REVIEWED: 10/20/00; 11/15

REVISED: 10/20/00; 06/29/05; 08/03/05; 04/07; 07/10; 04/11; 10/18; 01/19

ATTACHMENT:

OTHER COMMITTEE REVIEW / APPROVAL:	MERCYONE NEIA	WATERLOO	OELWEIN	CEDAR FALLS
CRITICAL ACCESS HOSPITAL COMMITTEE			04/22/19	