



Memorial Medical Center

## **Protocol for Suspension of Residents for Delinquent Hospital Medical Records**

In an effort to keep hospital medical records complete and current at Memorial Medical Center and St. John's Hospital, the Graduate Medical Education Committee at SIU School of Medicine has approved the attached policy. The procedures outlined below will be followed to assure compliance with this policy.

Every week St. John's Hospital and Memorial Medical Center will evaluate the completion status of medical records. Residents having incomplete medical records for 10 or more days will be identified. On the following day, day 1, a notice will be sent to the Program Coordinator. Residents receive notification of medical records needing their attention via Saints Net or the MMC Physician Portal, so they therefore do not receive a separate electronic notification when records are approaching delinquency. Residents have access to these systems at all times. One week later, on day 8, delinquent residents will be paged by the medical records department (MRD) staff and advised that their medical records must be completed by 0800 3 days hence or they will be placed on DELINQUENT status.

On approximately Day 10, the list of delinquent residents and medical records will be checked for completion by the MRD staff.

That same day the MRD staff will either email or fax the "NOTICE OF DELINQUENCY AND IMPENDING SUSPENSION" to the SIU Office of Residency Affairs stating that the resident must complete his/her medical records within seven days or face SUSPENSION from clinical duties and training rotations. Such suspension will result in loss of privileges until the delinquent medical records are completed. The SIU Office of Residency Affairs (SIU ORA) will notify the Program Coordinator and Program Director of the delinquency and impending suspension.

During the following seven day period, delinquent medical records will be monitored and SIU ORA will be notified when the resident has completed the medical record obligation. A resident's delinquent status will be lifted when the medical records are completed.

Any resident who has not completed his/her medical records by noon of approximately day 18 will be suspended from hospital privileges, clinical duties and training rotations until the medical record obligation is met. If the determination is made at noon on Day 18 that suspension is necessary, SIU ORA will be immediately notified, and in turn notify the Program Coordinator and Program Director that SUSPENSION will start on the following day at 0800. SIU ORA will notify the HR department of the resident's employing hospital that the resident has been placed on Suspension with pay.

Once the medical records are completed, the MRD staff will notify the Program Coordinator and the SIU Office of Residency Affairs that the suspension has been lifted. The MRD staff will also clarify number of days that the resident has been suspended for delinquent medical records.

The resident cannot use vacation or leave time to make this time up. If a resident incurs a cumulative number of days of clinical suspension that is equal to the number of years in their training program (i.e. 3 days for a 3 year program), he/she will then receive a 7 day suspension with loss of clinical/hospital privileges, clinical credit and pay. This 7 day suspension will be scheduled by the resident's Program Director at a time when it is least disruptive to the program and will in all likelihood result in delayed graduation date. The SIU Office of Residency Affairs will notify the hospitals of the scheduled suspension without pay.

The last moment that a resident can complete records and avoid suspension is noon on Day 18. If suspension is instituted it will take effect the following day, Day 19, and will remain in effect until records are completed. The minimum duration of suspension is twenty-four hours.

St. John's Hospital and Memorial Medical Center will work in conjunction in this effort, so that a resident who is employed by one hospital, but with delinquent records at the other hospital, will be managed in accordance with the same process, including notice of delinquent status, and, if necessary, suspension.

The following diagram outlines the process. The process and intervals are the same at Memorial and St. John's, although the days of the week may vary between the two hospitals.

**Sample Calendar—actual days and intervals may differ slightly between Memorial and St. John’s**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				Tentative list Validate and verify charts >10 days old  (Records 10 days)	Friday – notification to residents/Program Coordinators  Day 1 (Records 11 days)	
					Page residents to complete records by Monday  Day 8 (Records 18 days)	
	Delinquent Status: Notify SIU ORA. ORA will notify Coordinator & Director  Day 11 (Records 21 days)					
	Must complete records by noon.  Day 18 (Records 28 days)	SUSPENSION at 8a.m.  Day 19				

*Amended and Approved by IRACC, January 18, 2011*