Part 4: Reasons for Maintaining Medical Records

Patient Care

- Used to plan patient care and treatments for patient encounters

Communication

- Internal: hospital staff discuss patient's needs to provide appropriate treatment on medical records
- External: for meeting quality standards and benchmarking - provides consumers with hospital information
  - Interoperability: link IT systems to exchange data across healthcare facilities

Legal Documentation

- Legal health record: business record containing health data; released only upon request for legal purposes

Billing and Reimbursement

- Documentation: verification on billed services
- Steps: insurance verification, patient demographic entry, ICD-10/CPT/HCPCS coding, charge posting, claims submission, payment posting, accounts receivable follow-up and denial management
Part 4: Reasons for Maintaining Medical Records

Quality Assurance
- Assess the accuracy of data
- Monitor hospital functions to improve deficiencies

Utilization Management and Review
- Increase quality to reduce adverse events
- Patient engagement: communication & education
- Monitor data collection in Electronic Health Record (EHR)
- Decrease costs: reduce unnecessary tests/procedures

Research
- Identify disease trends/risk factors, public health interventions and patterns of care
- Improve population health and health outcomes of communities