



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Medical Records		
Document:	Administrative Policy and Procedure		
Title:	Tracking of Medical Records		
Applies To:	All MCH Employee		
Preparation Date:	January 05, 2025	Index No:	MR-APP-008
Approval Date:	January 19, 2025	Version :	2
Effective Date:	February 19, 2025	Replacement No.:	MR-APP-008(1)
Review Date:	February 19, 2028	No. of Pages:	3

1. PURPOSE:

- 1.1 To ensure that medical records are kept and maintained properly of how the medical record department, one of the biggest concern is knowing where.
- 1.2 Tracking the current location of patient medical record for efficient medical record management system.
- 1.3 Dealing with missing medical record.

2. DEFINITIONS:

- 2.1 **Medical Record Number (MRN)** - permanent number given to the patient at first time of attending OPD or on admission.
- 2.2 **Departmental Clerk** – are medical record staff (MRS) assigned per hospital services to assist with record request and completion functions.

3. POLICY:

- 3.1 The hospital has a system for tracking of medical records:
 - 3.1.1 for the paper part of electronic file
 - 3.1.1.1 There is a medical records tracking system to identify the location of any record not in the medical records department and its date and time of movement as well as subsequent movements, when applicable.
 - 3.1.1.2 The medical records tracking system includes all components of the medical records.
 - 3.1.2 For electronic medical record, automatically through system.

4. PROCEDURE:

- 4.1 The entire patient's medical record (MR) for outpatient, and inpatient will be kept in the medical record filing department under the responsibility of the medical record staff.
- 4.2 Tracking Inpatient Medical Records:
 - 4.2.1 When a patient is admitted into the hospital, the unit medical record personnel will send a medical record request containing the medical record number and name of the patient and the department the medical record needs.
 - 4.2.2 The medical records department through its staff will be responsible for handling such requests in an accurate and timely manner.
 - 4.2.3 From the time of admission into the ward, till the patient is discharged, the patient's medical record is under the custody of the staff nurse(s). The medical record should not be taken out of the ward without her permission.
 - 4.2.4 After discharge the old file with the current file will be sent to medical record.
 - 4.2.5 The maximum period allowed for a discharged file to be kept in the department will not take longer than 48 hours. In some special cases wherein the patients file must be in the department the head nurse must inform the medical records head/staff.,

- 4.2.6 The head nurse will collect the discharged patient medical record file and assures that she returns it to the medical records department.
- 4.2.7 Log sheets must be maintained both for releasing and receiving medical records files.
- 4.3 Tracking Outpatient Medical Records:
 - 4.3.1 The outpatient medical records are those which are sent to outpatient clinics for treatment of patients.
 - 4.3.2 At the end of the outpatient clinics, the patient's medical records should be returned to the medical record department.
 - 4.3.3 Appointment sheet as well as OPD log sheet is being kept for tracking of medical records.
 - 4.3.4 Outpatient medical records should not be in the possession of any healthcare professionals unless otherwise they are authorized to keep it.
 - 4.3.5 If patient's condition requires admission, a request will be given to the Medical Records and the previous file is released.
 - 4.3.6 For admitted cases, the inpatient procedure will be applied.
- 4.4 Tracking Emergency Record:
 - 4.4.1 In case any Physician will request for patient medical record, the Head Nurse will come with a request and shall take by herself.
 - 4.4.2 In case of admission, the medical record of the patient will be handed over where the patient will be admitted.
 - 4.4.3 The ER Head Nurse will inform the Medical Records department about the current status of the patient medical record.
 - 4.4.4 If not admitted, the patient medical record will be returned after Physician told to do so.
- 4.5 Medical Report:
 - 4.5.1 Medical records department will check the treating Physician name and prepare the medical records for writing the report in an assigned room for medical reports writing inside the medical record department.
 - 4.5.2 Medical records department will inform the treating physician to write the report.
 - 4.5.3 Medical report will be typed in CARE WARE by the treating physician, it will be printed with automatic authentication from electronic medical record system. And will be received from medical report office.
- 4.6 Medical records and health information are the property of the hospital; therefore, all correspondence for medical information on patients in the hospital will be handled by the hospital administrator or his authorized designee.
- 4.7 In case that the medical record got lost, an OVR should be made and the Medical Director be informed.
 - 4.7.1 PROGRAMS related to ELECTRONIC TRACKING SYSTEM of locating medical records
 - 4.7.1.1 Medical Record Request
 - 4.7.1.2 Medical Record Movement
 - 4.7.1.3 View Medical Record Movement
 - 4.7.1.4 Search MPI Records
 - 4.7.1.5 Appointment List
 - 4.7.1.6 View Transfer Patient
 - 4.7.1.7 Patient Discharge List
 - 4.7.1.8 Daily Patient Registration Report
 - 4.7.1.9 Merged Records
 - 4.7.1.10 Process Clinic Appointment
 - 4.7.1.11 View Emergency Patient Registration
 - 4.7.1.12 Patient Registration Form
 - 4.7.1.13 View Merge Medical Record

5. MATERIALS AND EQUIPMENT:

N/A

6. RESPONSIBILITIES:

- 6.1 Medical Records Staff
- 6.2 Physician
- 6.3 Nurse

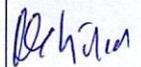
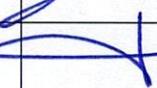
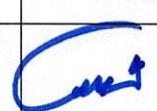
7. APPENDICES:

N/A

8. REFERENCES:

- 8.1 Ministry of Health Medical Records Policies and Procedures Manual, 2015.
- 8.2 Maternity and Children Hospital, Al-Jouf, 1438.

9. APPROVALS:

	Name	Title	Signature	Date
Prepared by:	Ms. Rhodora Natividad	Document Management Control Coordinator		January 05, 2025
Prepared by:	Dr. Shaimaa Bayoumi Emara	Quality Facilitator in Medical Administration		January 05, 2025
Reviewed by:	Mr. Naif Salman	Medical Records Director		January 07, 2025
Reviewed by:	Mr. Abdulellah Ayed Al Mutairi	QM&PS Director		January 08, 2025
Reviewed by:	Dr. Tamer Naguib	Medical Director		January 12, 2025
Approved by:	Mr. Fahad Hazem Al Shammari	Hospital Director		January 19, 2025