



6: Maintain Accuracy

To minimize the possibility of using incorrect information when making a decision about the patient or when disclosing information to third parties, patient information must be accurate and complete. Here is a checklist to guide you:

- Are records written clearly, legibly, and in such a manner that it cannot be erased?
- Have any alterations or additions dated, timed, and signed in such a way that the original entry can still be read clearly?
- Are records accurately dated, timed, and signed, with the name of the author printed alongside the first entry?
- Are records readable if photocopied or faxed?
- Are records written, wherever possible and appropriate, with the involvement of the patient?
- Are records clear, unambiguous, and written in terms that the patient can understand?
- If abbreviations are used, do they follow common conventions?
- When corrections requested are not made, are explanations noted clearly?
- Are records in consecutive order by date?

For electronic medical records (EMRs), ensure that records:

- Can be corrected through an amendment without altering the original information
- Cannot be modified or deleted so as to preserve history
- Are accurately date and time-stamped
- Include the name of the person creating the record, whether original or a correction
- Can be annotated if a correction is requested and denied
- Can be generated in paper or electronic form with the amended data and correction history

Other medical observations must also be included, such as examinations, tests, diagnoses, prognoses, prescriptions, and other treatments.

Keep personal information as accurate, complete and up to date as necessary taking into account its use and the interest of the individual. Here is a checklist to guide you:

- Make a list of specific personal information required to provide a service
- List the location where related personal information can be retrieved
- Record the date when personal information was obtained or updated



- Record steps taken to verify accuracy, completeness and timeliness of the information
- Establish policies and procedures for maintaining accuracy of personal information
- Train staff to follow established procedures