



# 2009 Medical Record Keeping Standards

**To:** Network Providers  
**From:** Health Plan of Michigan  
**Bulletin #:** 09-0717  
**Date:** July 17, 2009  
**Re:** MEDICAL RECORD KEEPING STANDARDS

---

## Medical Record Keeping Standards

HPM audits medical records in a random sample of provider offices annually using standards developed by NCQA. It is important to incorporate these standards into your patients medical records to maintain and increase patient safety, confidentiality, and medical care.

Please make sure your patients medical records are;

- Retrievable for review for seven years and available at each visit
- Stored away from the view or accessibility of other patients
- Organized with dividers by type of service
- A unit record

It is important to make sure your patients medical records include;

- Documentation of all referred diagnostic and therapeutic services
- A problem list of significant illnesses and medical conditions with date of onset
- Medication allergies, adverse reactions or NKDA prominently displayed
- A past medical history for patients seen more than three times
- A signed and dated release of information
- Legible, signed and dated entries
- Acknowledgement of receipt of privacy notice

If you have any questions about the Medical Record Keeping Standards, please call HPM Provider Services at 1-888-773-2647 for more information.