

## EMS Operations

Subject: PCR (Chart) Reviews

Revised: 5-13-2013

Effective: 7-1-2013

Approved:

Section: 309.00

### 309.01 Purpose

To provide an on-going program that will insure the appropriate quality of patient care documentation.

- A. Appropriate delivery of the proper level of patient care.
- B. Adherence to the policies and procedures of the Ocean City Fire Department.
- C. Adherence to the State of Maryland Medical Protocols.
- D. Identify trends that may lead to individual, shift, or divisional re-education and /or remediation.

### 309.02 Policy

- A. All charts will be initially reviewed for departmental compliance of billing requirements by the division Lieutenants. These requirements are defined by the Fire-EMS Deputy Chief in consultation with the designated medical billing service, and may change as insurance billing dictates.
- B. Assigned shift-based chart review personnel and the Captain (EMS) will review PCRs for compliance with Maryland Medical Protocols, and Ocean City Fire Department policies. This is further outlined in a separate document entitled OCFD Chart Review Program.
- C. PCR discrepancies of a minor nature will be brought to the attention of the report writer; more serious issues will be brought to the Captain (EMS) for additional review.
- D. If applicable, the Medical Review Board, as outlined in SOG 307.00 will be convened.
- E. If identified as an individual or systemic issue, re-education or remediation will be provided. Non-compliance with the remediation process will result in disciplinary actions.

### 309.03 Procedure

- A. All charts of transported patients will be initially reviewed for departmental compliance of billing requirements, Maryland Medical Protocols and OCFD policies by the QA/QI assigned personnel.

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- B. All other charts shall be reviewed for Maryland Medical Protocol and OCFD policy compliance, by QA/QI assigned personnel and the Captain (EMS).
- B. PCR discrepancies of a minor nature may be discussed by the QA/QI reviewer with the individual provider submitting the report for clarifications or revisions.
- C. PCR errors of a more serious nature will be brought to the attention of the Captain(s) responsible for Billing and QA/QI for additional review. They will meet with the individual provider for clarification or revisions. The Captain (EMS) may also determine the need to enact the Medical Review Board, as outline in SOG 307.00
- D. Re-education and/or remediation will be planned by the Captain (EMS) and Captain (Training) and implemented by either shift FTOs, instructional cadre or the above mentioned Captains.
- E. Non-compliance after remediation will result in the Captains (EMS and Training) meeting with the Assistant Chief and the Deputy Chief regarding disciplinary action.