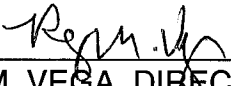


Guam Behavioral Health and Wellness Center		
TITLE: Documenting Telephone Communications in the Medical Record	REFERENCE #: MR-10	PAGE: 1
DIVISION: Inpatient/Outpatient- Medical Records	TJC: RC.01.01.01	
APPROVED BY:  REY M. VEGA, DIRECTOR	EFFECTIVE: 8/11/2013	
	REVISED:	

POLICY:

- A. All telephone communications and notifications (including attempts at communication and notification) regarding the consumer's care shall be documented in the medical record.

PROCEDURE:

- A. Staff shall document all telephone conversations to and from the consumer. Documentation should include at a minimum:
 - a. Problem/reason of the call
 - b. Any recommendations given
 - c. Date and time of the call
- B. All telephone calls regarding rescheduled or cancelled appointments should be documented. Documentation should include at a minimum:
 - a. Date and time of the conversation
 - b. New appointment time
 - c. Reasons for cancelation/reschedule
- C. All telephone calls to a consumer's physician, family, or other authorized parties regarding the consumer's care should be documented in the medical record. Documentation should included at a minimum:
 - a. Who the staff spoke with
 - b. Reason for the call
 - c. Actions taken
 - d. Date and time of the call