

Importance of Proper Recordkeeping and Documentation

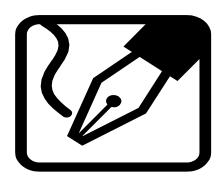
Waiver Service Provider records and documents are:

- A key communication tool for assessing, planning, providing, and evaluating waiver services
- An important legal document
- The primary instrument that ensures proper reimbursement for services provided

Following legal documentation standards and practices ensures the accuracy and legitimacy of your proof that services were provided in accordance with the Individual Service Plan.

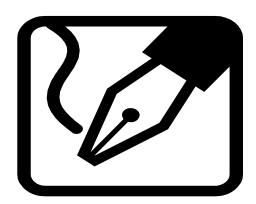
Your documentation and recordkeeping demonstrates that you are following established waiver procedures.

Timely and accurate maintenance of the records of the youth you serve further proves your integrity as a waiver service provider.



Legal Documentation Standards

- The youth's name should appear on every record/document generated.
- Record the complete date and time of all entries made time service provided.
- Sign every entry that you make with your name and title.
- Make all entries permanent blue or black ink.
- Be specific in the information you document avoid generalizations.
- Be objective document what your senses tell you rather than how you feel.
- Be complete document significant information/deviation from the youth's norm.
- Make all entries promptly as soon as service is provided.
- Write legibly.
- 🖎 Keep use of abbreviations to a minimum use only abbreviations known to all.
- Make entries continuous on the page never skip lines or leave spaces.
- Make changes to your documentation carefully.
- Never delete information using white-out, scratching out, or using felt tip markers.
- Complete all required fields on all forms and documents.
- Avoid time gaps.
- Never tamper with or change documentation entered on forms/documents.
- Make documentation specific to only the youth or family as applicable.
- Provide justification for changes or modifications.
- Document progress or lack of progress and what is being done to address it.
- Provide justification for discontinuing services.



Legal Documentation Practices

How to Correct a Documentation Error

- Draw a single line through the error the correction must remain legible.
- Document the correction.
- Initial the correction.
- Date the correction if it is made on a day after the original entry was made.

Improper error correction compromises the integrity of the information noted in the youth's record. It could bring into question the accuracy and validity of the information.

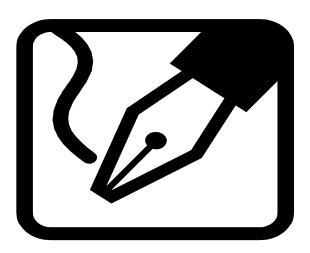
How to "Add" Additional Information to a Record Entry

- Write the additional information in a new progress note in the next available space.
- Document current date and time of progress note being written.
- Start progress note with "Late entry for (date info should have been noted)".
- Sign progress note with name and title.

This procedure allows pertinent information that may have been forgotten when the initial note was written to be added to the record and keep entries in chronological order.

How to Clarify Illegible Documentation

- Author rewrites entry on next available line/space.
- Document current date and time that clarification progress note is being written.
- Start progress note with "Clarified entry of (date of illegible documentation)".
- Legibly rewrite progress note exactly the same as the original note.
- Sign progress note with name and title.



Legal Documentation Don'ts

- Pre-date or back-date documentation this is falsifying the record.
- Document for another provider or sign your name to another provider's notes.
- Use pencil when making entries into a form or record.
- Use colored ink other than blue or black for copying purposes.
- Use abbreviations that are not known by other providers.
- Document contradictory information from previous notes written.
- Remove or rewrite forms or documents already filed into a youth's record.
- Use white-out to obliterate information or correct an error this is tampering.