

Falsified Medical Records

Effective Date: 10/01/2016

Revised Date: 03/01/2019

Responsible Department: Medical Services

Reviewed Date: 04/16/2019

Purpose

The purpose of this document is to outline Workforce Safety & Insurance's (WSI) policy on falsified medical records.

Definitions

Cloning – The practice of using previously documented information to document a current patient encounter, e.g., carry-forward, copy/paste.

Over-Documentation – The practice of inserting false or irrelevant documentation into a medical record to support a higher-level of service than was performed. Each entry must have identifiable and appropriate updates authentic to the individual encounter.

Non-Authentic Documentation – The result of using cloning or over-documentation in the medical record. Features like auto-fill and auto-prompts can result in cloned or over-documented medical records. This can occur in documentation between visits for a specific patient or in documentation from patient to patient.

Policy

WSI considers any record containing non-authentic documentation as a falsified medical record. Each entry in the record must have identifiable and appropriate updates authentic to the individual encounter. WSI will only reimburse the level of service supported by authentic medical documentation.

Procedure

WSI will audit all medical documentation for medical appropriateness, necessity, and authenticity. It is the expectation that all documentation in the medical record must:

- Be specific to the patient
- Be specific to the encounter
- Accurately reflect the services performed
- Support the necessity for the services
- Clearly identify who performed the services and assessments documented
- Clearly identify the author of each note or entry
- Clearly identify the date and time the entry was made

In the event a medical audit reveals falsified information, WSI will only reimburse the level of service supported by authentic documentation.