

Medical Record - Surveyor Access

Policy:

CMS has limited surveyor on-site visits during the COVID-19 Pandemic. In an effort to assist in the survey process, remote medical record access will be provided upon request.

Procedure:

- Verification of surveyor credentials will be done prior to initiating remote access to medical records.
- Upon written request and acknowledgement that the surveyor will utilize HIPAA compliant technology to access and review the medical records, a username and password will be given to the surveyor who has requested remote access.
- Remote “surveyor” access will be granted for 72 hours, and limited to normal business hours (9:00 AM-5:00 PM)
- At 72 hours, the remote access username and password will end.
- No additional access will be permitted without additional verification and documentation supporting the need.
- Documentation of credential verification and HIPAA compliance will be maintained in the survey documentation folder with “do not destroy” label.

Administrator Signature

Date

Medical Director Signature

Date

Participating Health Care Provider Signature

Date

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This policy and procedure is not intended to replace the informed judgment of individual physicians, nurses or other clinicians nor is it intended as a statement of prevailing community standards or minimum standards of practice. It is a suggested method and technique for achieving optimal health care, not a minimum standard below which residents necessarily would be placed at risk.