COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD

Policy # 5007	Availability of Client's Previous Records
Origination Date: July 1999	
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Approved: Jamie L. Allison, MA, LPC Jamie Allison, Chief Quality Officer	Bryan G. Stephens Bryan G. Stephens, Interim Executive Director

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board that all records of a client's treatment in the agency be available to the clinician for evaluation and continued care of the client.

PROCEDURE:

1. When a client is seen and it is determined that a previous paper treatment record exists within the agency, the clinical staff may wish to review the record and will request the record through a Medical Records staff.
2. The Medical Records staff will retrieve all paper medical records for a client from the file room, another agency site and/or from archives and give to clinical staff.
3. Clinical staff will return all charts to Medical Records upon completion of review.
4. When it is discovered that the client had a paper chart from a previous episode(s) of care and the previous chart(s) are retrieved, the Medical Records staff will do the following:
   a. Remove the closed year's sticker from the chart.
   b. Write the year the chart was originally closed in pencil on the chart.
   c. Designate the appropriate volume for each chart, with the oldest chart being Volume I.
   d. File all of the client's charts together in the open chart rack.
5. A client's electronic record may be accessed by staff who have permission to view record after appropriate Electronic Clinical Record (ECR) login.
6. Upon transfer of a client to another agency site, all of the client's paper file folders (open and closed) will be sent to the site or filed in the area of the file room designated for the site where services will be provided.