




**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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<b>Policy # 8072</b>	<b>Documentation Guidelines</b>	<b>Service Delivery</b>
<b>Origination Date:</b> January 2003		
<b>Revision Date:</b> March 2004; March 21, 2006; June 13, 2007; July 5, 2007; December 23, 2008; March 2, 2009; February 25, 2010; September 25, 2012, October 16, 2013, July 14, 2014, September 10, 2014, October 8, 2014, November 12, 2015, December 2, 2015, <b>August 8, 2018</b>		
<b>Reviewed Date:</b> February 2005; August 26, 2009, June 6, 2011, December 16, 2016		
<b>Approved:</b> <i>Foster Norman 8/30/18</i> Foster Norman, Executive Director		

**POLICY:**

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to document services provided through a progress note entered into the Electronic Medical Record (EMR) and to ensure all agency related documentation is completed per established guidelines.

<b>Procedure # 8072 - 01</b>	<b>Documentation Guidelines</b>	<b>Service Delivery</b>
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<b>Related Policies:</b>		
<b>Approved:</b>  8/30/18 Foster Norman, Executive Director		

**PROCEDURE:**

1. To ensure entries to service records are made in a timely manner, guidelines have been established regarding the timeline for a note to be completed and signed.
2. For Residential and Day type services all notes (shift, group etc.), will be completed by the end of the staff’s shift.
3. For all Outpatient type services, staff members must use collaborative/concurrent documentation techniques to complete notes.
4. All documentation related errors will be corrected within three (3) business days.
5. All program, grant and regulatory reports will be completed by the 5<sup>th</sup> day of the month following service provision (i.e. August 5<sup>th</sup> for July activity).
6. Supervisors will monitor compliance to make sure timelines are followed.
7. All staff members will also follow the audit/review guidelines related to documentation outlined in Policy #5015 Quarterly Record Review.
8. Progressive disciplinary action as outlined in the Human Resources policy will be followed if Staff members do not follow the documentation guidelines/ timelines stated.
9. Please note the following requirements related to progress notes:
  - a) **For Group Services:** If an individual misses part of a group for any reason (doctor's appointment, late, walks out, etc.) the time the individual is not in the group is automatically subtracted from the total group time through the use of the “non billable minutes” function and charted accordingly:
    - (1) “Individual served missed (number) minutes of group for (appointment/service). Group time adjusted to reflect the total time of attendance.”
    - (2) If the Individual served is pulled from group for an appointment, the staff member who provides the service documents the actual start and end times for the group on the Schedule Service portion of the Progress Note for that service. The staff member will enter the number of minutes the Individual served was not present in group in the “non billable minutes” section by that Individual’s name on the screen location of the client’s group status. Total minutes billed will be the time actually attending group.
  - b) Follow the procedure above for any activity in which Individual served leaves the treatment activity and does not participate for a period of time.