



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MEDICAL DEPARTMENT ACTIVITY
2480 LLEWELLYN AVENUE
FORT GEORGE G. MEADE, MARYLAND 20755-5800

REPLY TO
ATTENTION OF

10 August 2004

POLICY STATEMENT NO. 31

CUSTODY AND CONTROL OF OUTPATIENT TREATMENT RECORDS (OTR)

1. Purpose. To improve the custody and control of outpatient medical records within Kimbrough Ambulatory Care Center (KACC) and maintain compliance with regulatory guidance from the Department of Defense and U.S. Army Medical Command (MEDCOM) pertaining to the custody of outpatient medical records. This policy is not all inclusive, nor is it expected to serve as a replacement for good judgment that should be practiced by the staff.
2. References.
 - a. AR 40-66, Medical Record Administration and Health Care Documentation, 10 March 2003.
 - b. Memorandum, HQ MEDCOM, MCHO-CL, 18 Mar 00, subject: Custody and Control of Outpatient Medical Records.
 - c. Memorandum, Assistant Secretary of Defense (Health Affairs), 31 Jan 00, subject: Custody and Control of Outpatient Medical Records.
3. Use of pronouns. The pronouns he, his, and him, include she, hers, and her.
4. Policy. The Surgeon General has mandates that patients will not be allowed to hand carry their own, or their dependents own, medical records to or from clinics, and that medical records will be mailed to new duty stations by MTFs instead of letting military sponsors hand carry them, as was the past practice. Therefore, patients whose OTRs are maintained by KACC will not be allowed to hand carry their own OTRs at any time. This includes hand carrying of OTR to clinics at Walter Reed Army Medical Center (WRAMC), which is now prohibited by OTSG, and when personnel depart the installation for a permanent change of station. For appointments within KACC, the staff will make every effort to ensure patients' OTRs are in appointed clinics in advance of the appointments.
5. Procedures. In each of the following procedures, a normal duty day is implied (that is, Monday through Friday, excluding training holidays and federal holidays), unless specifically stated otherwise.
 - a. *Routine in-house appointments.*
 - (1) Not later than (NLT) noon on the day before the next duty day, each clinic will submit a list of the next day's appointed patients the Outpatient Medical Records Room (OMRR).
 - (2) The OMRR staff will pull all available OTRs on the clinics' lists, sign each OTR out to

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the appropriate clinic on MEDDAC Form 83, Outpatient Record Locator Card, and box the records for pick-up by the clinics. In addition, the OMRR staff will annotate the clinics' lists to identify all records that were not available to be pulled.

(3) Clinics will ensure OTRs are picked up before 0700 the following morning (that is, on the day of the appointments). All OTRs will be returned to the OMRR NLT 2000 the same day.

b. *Same-day and sick call appointments on normal duty days.*

(1) For each clinic that has same day and/or sick call appointments, the clinic will compile a list of all such appointments and send it to the OMRR by runner.

(2) The OMRR staff will immediately pull the listed OTRs and sign each out to the clinic on MEDDAC Form 83. On occasion, the OMRR may be asked to deliver the records; however, this should only occur under very exceptional circumstances.

(3) The OTRs for same day and sick call appointments will be returned to the OMRR NLT 2000 the same day, along with that days OTRs for routine appointments.

c. *Appointments on weekends and training holidays.* Clinics will request all OTRs for appointments training holidays from the OMRR NLT than noon of the last duty day before the training holiday. It should be noted that the OMRR is rarely open on training holidays; therefore, it will be incumbent on the clinics to request OTRs for the next Monday's appointments at the same time they request the OTRs for appointments the training holiday (or the next Tuesday's if that Monday is a federal holiday or training holiday).

d. *Consults to other military and civilian MTFs.* Patients may only take their consults and documentation specifically related to the their appointments at other MTFs. Patients are not authorized to hand carry their OTRs to appointments at other military civilian MTFs. There are no exceptions to this, to include appointments in clinics at Walter Reed Army Medical Center (WRAMC).

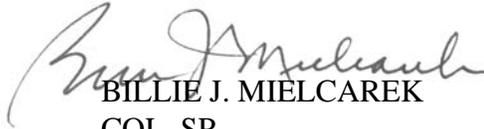
e. *Consults to KACC from other MTFs.* When a patient who is prime to another MTF presents to a KACC clinic for a consult appointment, he should only have his consult and medical documentation that is directly related to the appointment. At the conclusion of the appointment, the provider will make distribution of the encounter documentation as follows:

- (1) Give a copy to the patient and instruct him to give it to the OMRR at his prime MTF.
- (2) Forward the original documentation to KACC's OMRR, where it will be filed.

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f. *Copies of records for patients.* In accordance with AR 40-66, paragraph 1-5, Record ownership, "Upon request, a patient may be provided with a copy of his or her record, but not the original record. Only one free copy may be provided to the patient." A patient who wants a copy of his OTR will request it from Patient Affairs in Patient Administration Division. The patient should allow at least 30 calendar days under normal circumstances, and no less than 10 working days in special circumstances, for the copy to be made. Subsequent requests from the same patient may be supplemented with any new documentation generated since the date the full copy, or previous supplemental copy, was made, but never by a complete copy of the entire OTR or portions that were already provided to the patient. Patient Affairs operating hours are 0730 to 1600, Monday through Friday, excluding federal holidays, and any training holiday for which the Patient Affairs clerk has used liberal leave to have the day off.


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