

To: Researchers conducting Clinical Research involving TBRHSC Health Records

From: Mieke De Roover, Manager Health Records & Privacy Officer

Date: April 10, 2018

RE: Health Records Resources

Health Records is responsible for the collection, retention, release and analysis of hospital medical records. Privacy and Freedom of Information are also under the mandate of the Health Records Manager.

Health Records Overview

- Transcription Editors provide typing and editing services for professional staff to ensure timely and accurate information for dictated reports.
- Health Information Management professionals provide report writing services and code all ER, Surgical Daycare, Cancer cases and inpatient cases. This coded data is submitted to CIHI and is used by the Ministry of Health.
- Clerical staff members provide support for the organization and work with both the electronic and paper legal medical records.
- Health Records Manager provides resource approval to the Research Program prior to initiation of research to ensure the department has the capacity to support a study
- Health Records Manager provides Privacy Officer review of all proposed research through REB or Research Program.

All areas of Health Records support and facilitate research initiatives at TBRHSC.

Requirements for Researchers

- Often there are multiple people working on the same study, so it is important to have one clearly defined contact person who will provide feedback or answer questions.
- No personal health information can be sent via email to any email addresses outside of the tbh.net group.
- No patient-specific information (chart listings) can be released to researchers without Research Program authorization. Health Records can provide generic data (Example: total number of patients admitted with hip fracture in Fiscal 2015) prior to Research Program authorization to assist with feasibility assessments for projects in planning.

Turn-Around Times

- Health Records provides support to researchers on a “first-come, first-served” basis. There may be periods throughout the year when high volumes of already approved studies prevent Health Records from allowing new initiation of research for a certain period of time. If Health Records cannot support new projects due to workload this may cause delays to these projects even if Research Authorization has been granted through Research Program.
- Health Records requires a minimum of 14 calendar days to create reports (chart listings) for research projects.
- Once a report is created Clerical staff require a minimum of 7 calendar days to pull associated records for chart review. Due to scanning implementation TBRHSC has a hybrid record: All visits prior to 2014 exist in paper format with some documentation in the EMR (labs, diagnostic imaging, dictated reports). Since July 2014 all Surgical Daycare, ER, and Inpatient visits are scanned and 100% of the paper documentation generated at time of visit is available for review on the EMR.
- Once the charts are ready for review Health Records Manager or a Health Records Coordinator will email the primary contact associated with the research project.
- Research requiring access to the Health Records Department can be done during the week Mon-Fri 0700 - 2330 and on weekends 0730 -1630.

Cost

There are resources required within the Health Records department in order to provide information to researchers. A report must be built for each approved study in order to provide a listing of patients who meet the proposed criteria within the study. Once a report is available, clerical resources must then be put into locating the appropriate patient record and making those available to the researcher.

Effective April 10, 2018, there will be a flat rate Health Records fee of \$265.49 + HST (\$300) applied to all **industry sponsored** research projects requiring Health Records services.

Contact

If your research project is under review with the Research Program, and involves Health Records resources, please contact:

Research Program

Tel: (807) 684-6359

Email: researchprogram@tbh.net

If your research project has been authorized by the Research Program, and you require Health Records assistance, please contact:

Mieke De Roover

Manager, Health Records & FOI/Privacy Officer

Tel: (807) 684-6641

Email: deroovem@tbh.net

Health Records main Reception

(807) 684-6640

Note: Only one team member per research project should contact Health Records, and any communication should include reference to the RP # of the project.