

TITLE: IN-ERROR POLICY	
STATUS: FINAL	EFFECTIVE DATE: July 1, 2019
VERSION: 4	PAGE: 1 OF 2

I. PURPOSE

It is the policy of ClinicalConnect HIE (CCHIE) to maintain the integrity of patient information through a standardized process of error correction.

II. SCOPE

This process applies to CCHIE employees and its Participants.

III. POLICY

- A. A Participant shall notify CCHIE upon the discovery of a patient record or sensitive patient information which was sent to CCHIE in error.
- B. If the patient record has not been accessed for clinical purposes, email from the Participant will suffice for CCHIE and the Participant to work together to remediate the error by deleting the record. The Participant will re-send the corrected record (if necessary) to CCHIE.
- C. For patient records or sensitive patient information sent in error to the ConnectChart service, the following guidelines shall be followed:
- D. If the patient record has been accessed for clinical purposes after being sent in error, then the record shall not be deleted.
 - 1. If technically feasible, the Participant will send the corrected record to allow for versioning.
 - 2. If it is not technically feasible to version, then the Participant will send the corrected patient record with a statement at the top of the document stating this document supersedes the in-errored document.
- E. Regardless of fault, the Participant must assist CCHIE with all post-remediation tasks, including but not limited to the following:
 - 1. Disclosure report requests;
 - 2. Audit reports;

3. Breach analysis;

4. Etc.

IV. Revision History

DATE	AUTHOR	COMMENTS
08/29/2016	Erika Jones	Creation of the process.
06/07/2019	Keith Dukes	Changed "Guidelines" to "Policy", changed "staff" to "employees" and updated format.
06/29/2020	Keith Dukes	Reviewed – No Changes
07/21/2021	Keith Dukes	Broadened verbiage to include remediating ePHI or other data sent in error to all CCHIE Services.