

Policy and Procedure			
Policy Name:	Maintenance of Dental Charts	Policy ID:	QM.042.01
Approved By:	Dental Director (signature on file)	Effective Date:	1/1/2013
States:	All States	Revision Date:	05/01/2015
Application:	Government programs, VA MCHIP and Commercial DHMO		

This policy applies for operations under Premier Access Insurance Company and Access Dental Plan. For the purposes of this Policy, Premier Access Insurance Company and Access Dental Plan shall be collectively referred to as "Premier Access".

Purpose

To define guidelines for contracted providers for maintenance of dental charts

Policy

Premier Access contracted providers are expected to maintain complete and accurate dental charts for all patients in accordance with professional and regulatory standards.

Procedure

1. Dental charts shall be available to the treating provider at each encounter.
2. Contracted providers shall designate an individual who is responsible for securing and maintaining dental records, in accordance with state and federal laws.
3. Dental records should be maintained in a legible, current, detailed, organized and comprehensive manner, whether electronic or paper copy, and should reflect all aspects of patient care, including ancillary services, and at a minimum:
 - a. Member identification on each page; personal/biographical data in the record;
 - b. Member's preferred language (if other than English) prominently noted in the record, as well as the request or refusal of language/interpretation services;
 - c. All entries dated and author identified; for member visits, the entries shall include at a minimum, the subjective complaints, the objective findings, and the diagnosis and treatment plan;
 - d. A complete record of all services rendered;
 - e. A complete medical and dental history, including prominent notation in the record of allergies and adverse reactions. The medical history is to be updated at every visit, with a notation to that effect in the record.
 - f. All informed consent documentation;
 - g. All emergency care provided;
 - h. Consultations, referrals (dental and medical), specialists' reports;
 - i. Oral health instruction;
4. Unless a longer period of time is otherwise required by law, records should be maintained for a minimum period of seven (7) years following the year of the final compensation payment. .

References

There are no applicable references for this policy.

Revision History

Date:	Description
01/01/2013	Written policy developed.
05/01/2015	Procedure revision.