Prism Writing

MediTech Electronic Health Records

Standard Operating Procedures Manual

HIPAA-Compliant Documentation - Sample

△ CONFIDENTIAL - HIPAA COMPLIANCE REQUIRED

This document contains procedures for handling protected health information (PHI). All personnel must complete HIPAA training before accessing patient data systems.

Purpose and Scope

This Standard Operating Procedures (SOP) manual provides MediTech Healthcare staff with standardized protocols for electronic health record (EHR) management, ensuring HIPAA compliance, patient data security, and optimal clinical workflow efficiency.

Document Objectives

- Ensure HIPAA compliance in all EHR activities
- Standardize clinical documentation workflows
- Maintain patient data integrity and security
- Optimize healthcare delivery efficiency
- Support regulatory audit requirements

User Authentication and Access Control



Initial System Login

Frequency: Beginning of each shift

Personnel: All clinical and administrative staff

Procedure:

- 1. Navigate to MediTech EHR login portal
- 2. Enter unique user ID and password
- 3. Complete two-factor authentication if prompted
- 4. Review and acknowledge daily security notice

5. Verify correct user role and department assignment

△ Security Reminder

Never share login credentials. Log out or lock workstation when stepping away. Report suspected security breaches immediately to IT Security (ext. 5555).

Patient Registration and Demographics



New Patient Registration

Department: Registration/Reception

Time Requirement: 10-15 minutes

Required Information:

Data Field	Required	Validation Rule	
Patient Last Name	Yes	Alphabetic characters only	
Patient First Name	Yes	Alphabetic characters only	
Date of Birth	Yes	MM/DD/YYYY format	
Social Security Number	Yes	XXX-XX-XXXX format	
Insurance Information	Yes	Valid policy number	
Emergency Contact	Yes	Name and phone number	

Registration Checklist

Verify patient identity with photo ID
Scan and attach ID copy to patient record
Confirm insurance eligibility in real-time
Obtain patient signature on HIPAA authorization
Schedule follow-up appointments if needed
Provide patient with portal access instructions

© Clinical Documentation Standards



Progress Note Documentation

Personnel: Licensed clinical staff

Timing: Within 24 hours of patient encounter

SOAP Note Structure:

S - Subjective: Patient's reported symptoms and concerns

O - Objective: Clinical observations and examination findings

A - Assessment: Clinical diagnosis and differential considerations

P - Plan: Treatment plan, medications, and follow-up instructions

A Documentation Requirements

All entries must include date, time, and electronic signature. Use only approved medical abbreviations. Avoid copy-paste from previous notes without clinical review.

Medication Management

e-Prescribing Protocol

- 1. Verify patient identity and allergies
- 2. Check for drug interactions using built-in screening
- 3. Confirm appropriate dosage and frequency
- 4. Select patient's preferred pharmacy
- 5. Electronically transmit prescription
- 6. Document prescription in patient's medication list

Quality Assurance and Audit Compliance



Monthly Audit Procedures

Responsible Party: Quality Assurance Team

Frequency: Monthly, last week of each month

Audit Checklist:

☐ Review random sample of 50 patient records		
☐ Verify documentation completeness and timeliness		
☐ Check for appropriate use of electronic signatures		
☐ Confirm HIPAA compliance in all patient interactions		
☐ Validate medication reconciliation accuracy		
☐ Review access logs for unusual activity patterns		

Emergency Procedures

System Downtime Protocol

Immediate Actions:

- 1. Switch to paper-based documentation forms
- 2. Notify IT Help Desk immediately (ext. 4444)
- 3. Continue patient care with manual processes
- 4. Document all activities for later EHR entry
- 5. Alert department supervisor and nursing management

Recovery Actions:

- 1. Wait for official "system restored" notification
- 2. Enter all paper documentation into EHR within 4 hours
- 3. Verify all critical information was captured
- 4. Complete incident report for quality review

Support and Training Resources

Support Type	Contact	Hours	Response Time
Technical Support	Help Desk (ext. 4444)	24/7	< 15 minutes
Clinical Support	Clinical Informatics (ext. 6666)	Mon-Fri 7AM-7PM	< 30 minutes
HIPAA Compliance	Privacy Officer (ext. 5555)	Mon-Fri 8AM-5PM	< 2 hours

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