

Peer Advisory Conversation

MEDICAL RECORD REVIEW



Overall Considerations

In reviewing the medical record, consider whether it covers these points:

- What the client said
- What the veterinarian saw
- What the veterinarian thought
- (i.e. does it tell a story?)

And then consider the clinical reasoning demonstrated

- Did the veterinarian's actions make sense?

Finally,

- Concise is nice

A key point is whether a colleague, reviewing the medical record, would know what has occurred previously and know what to proceed with at the time of the current visit.

Questions
1. Are records legible so that another health care professional could understand the care provided? Is the language appropriate and professional?
2. Is there a 'system' in place to track each professional encounter with the patient (professional encounters include telephone or email advice relevant to the patient's condition)? Does the system identify who provided which components of treatment and when (e.g. the use of support personnel)?
3. Is the record complete? (e.g. medical history, signalment, problem list, investigations, diagnosis, relevant treatment protocols).
4. Is there a problem-solving approach demonstrated within the documentation? (e.g. SOAP) <ol style="list-style-type: none">a. What is the treatment plan?b. What is the rationale for this treatment plan?c. Treatments are appropriate for this patient and clientd. Process of thinking is present in the documentation
5. Is there a record documenting the obtaining of informed consent for any activities requiring consent?
6. Is client communication documented? <ol style="list-style-type: none">a. What was recommended?b. Did the client accept or decline the advice?c. Copies of any correspondencesd. Discharge instructions and medication instructions? (e.g. prescription, filled by, reviewed by, expiry date, repeat, withdrawal time, as needed)

Questions
7. Is there an appropriate anesthesia record, surgery record, monitoring (if appropriate)?
8. Are there appropriate hospitalization flow charts?
9. Are there recheck or follow-up protocols documented?
10. Are copies of referral letters present?
11. Are charges or fees included in the medical records to demonstrate the advice and services provided? (e.g. estimates, invoices, insurance forms)

References

Professional Practice Standard Informed Client Consent
Professional Practice Standard Medical Records
Professional Practice Standard Delegation
Professional Practice Standard Diagnostic Laboratory Testing
Professional Practice Standard Dispensing Drugs
Professional Practice Standard Prescribing Drugs
Professional Practice Standard Use of Compounded Products in Veterinary Practice
Professional Practice Standard Veterinarian-Client-Patient Relationship (VCPR)
Professional Practice Standard Veterinary Dentistry
Professional Practice Standard Management and Disposal of Controlled Drugs
Code of Ethics