

Peer Advisory Conversation

GUIDELINES ON SELECTION AND SUBMISSION OF MEDICAL RECORDS



Selection of Medical Records

Prior to the Peer Advisory Conversation, the Peer Advisor will review four (4) of your medical records and during the session will discuss these cases with you. Please select four medical records to provide to the Advisor for this purpose. Keep the following guidelines in mind when selecting medical records.

1. Medical records should represent the breadth of your practice. Select medical records that represent a variety of conditions and not all one type of animal or condition if applicable. If you include veterinary dentistry in your practice, please include this in one of these medical records.
2. Submit more recent cases, from the past two years. When submitting records for chronic cases, please choose one that has been diagnosed in the past one to two years, with at least two follow-up assessments.
3. Each medical record should reflect one of each of these focus areas:
 - a. A surgical case or, if not relevant, a complex diagnosis
 - b. An emergency case or acute condition
 - c. A wellness or routine visit
 - d. A chronic condition diagnosed within the past two years
4. If you do not have a case that fits one of these categories, select another case from one of the other categories.

For each case submitted please provide a copy of the medical record including copies of relevant record components. Components, which may not necessarily be kept in one place at your facility, might include:

- Client/Patient Identification Form(s)
- Emergency Contact Information Form(s)
- Consent Forms
- Client communications (discharge instructions, home care templates, discussion notes)
- Master Problem list or Cumulative Patient Profile
- History/PE Templates
- SOAP/DAP Forms, Progress Notes
- Monitoring Forms, Flow Sheets
- Protocols (i.e. surgical)
- Laboratory Reports
- Digital copies of Radiographs and Ultrasounds
- Logs (controlled drug, radiography)
- Referral Letters
- Estimates, Invoices (you may black out prices if you wish)
- Certificates (i.e. vaccine)

Guidelines on Selection and Submission of Medical Records

The following is a general guideline for what information to include for each case type:

- **Surgical Case:** include the pre-surgical assessment visit, the surgery, and the post-surgical assessment visit, as applicable
- **Acute Condition:** include records from first diagnosis until resolution, as applicable
- **Wellness or Routine Visit:** include records that are applicable for that wellness/routine visit; if puppy or kitten wellness visits, then can include the whole vaccine series
- **Chronic Condition:** include records from first diagnosis to include all follow-up and assessments related to the condition – please choose a record where the diagnosis was made in the last two years and there are at least two follow-up assessments from first diagnosis

For computerized records, please ensure that you send all screen views and compile them in the proper order.

For radiographs, provide digital copies, if possible; please do not submit originals. If your practice does not have digital radiographs, please submit digital photos taken from the original radiographs.

For any information related to a particular case that is solely contained in a log (radiographic, controlled drug), please provide copies of the log pages that contain the information related to that case.

Please complete a **Case Cover Sheet** for each record and attach it to the copy of the record.

Informed Client Consent

In order to protect and maintain privacy and confidentiality, the College asks that participants obtain verbal consent from their clients to use their animals' medical records for the Peer Advisory Conversation. Consent can be documented in the medical record.

You may wish to share the following information with clients when asking to use their medical record to support your participation in the Peer Advisory Conversation:

- I am voluntarily participating in a Quality Assurance Program by my regulatory body, the College of Veterinarians of Ontario. This will support me in my efforts to deliver quality care and service.
- As part of the program, medical records from my practice are reviewed by a trained Peer Advisor (another veterinarian).
- A copy of the medical record is sent to the College, not the original.
- The College has strict privacy and security guidelines in place to protect confidential information.
- Once the review is complete, the copy of the record is destroyed.
- I would like to send a copy of your animal's medical record for review, with your verbal consent.

- You are welcome to contact the College if you have any concerns or questions:
 - Megan Callaway, Principal, Quality Practice
mcallaway@cvo.org
1-800-424-2856 ext. 2240
 - Kim Lambert, Associate Registrar, Quality Practice
klambert@cvo.org
1-800-424-2856 ext. 2236
- Information regarding the Peer Advisory Conversation is also available on the College's website at www.cvo.org/PAC

An acceptable alternative to obtaining client consent is to remove or redact any identifiable information of the client and patient from the medical record prior to submission including: the patient and client names, client contact information, emergency contact information, etc.

Submission of Medical Records

The College has considered best practices for security of transferring medical records for the Peer Advisory Conversation and has implemented a system that will allow you to securely upload medical records to the CVO Cloud Drive.

Once the College has confirmed your participation in the Medical Records Review and Chart-Stimulated Recall (CSR)/Case Based Discussion, you will receive an email inviting you to upload your medical records to a secure folder on the CVO Cloud Drive. Please follow the instructions in the email to upload your medical records.

We ask that you please upload your medical records within one week, or by a date agreed upon with your Peer Advisor.

If you have any questions regarding selection and submission of medical records, please contact:

Megan Callaway, Principal, Quality Practice
mcallaway@cvo.org
1-800-424-2856 ext. 2240