

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 provide veterinary dentistry services in your practice, please include medical records for one dentistry case.
2. Select medical records that are representative of the common conditions you see in your practice.
3. 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. The records prior to the diagnosis are not required to be submitted.
4. 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

For each case, submit a copy of the medical record. Please do not submit original records. Ensure that the records are complete and include relevant record components that will help the Peer Advisor understand the case.

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 diagnostic imaging (i.e., radiographs)
- Controlled Drug Logs
- Referral Letters
- Estimates, Invoices (you may redact prices if you wish)

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:** please choose one that has been diagnosed in the past one to two years. Include records from first diagnosis and at least two follow-up assessments

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 controlled drug logs, 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 Assurance & Improvement
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 you have been matched with a Peer Advisor, you will receive an email inviting you to upload your medical records to a secure folder on the CVO Cloud Drive. You will need to enter the following password to access the upload link: **PAC2019**

Please use the link to upload the four (4) medical records you have selected to use in the Peer Advisory Conversation.

If you are uploading multiple files for one medical record, it is recommended that you combine them into a compressed (zipped) folder named with the case type (e.g. surgical case, wellness visit, etc.), or begin the file names with the case type so that your Peer Advisor can easily identify which files belong to which medical record.

We ask that you please upload your medical records within three (3) weeks of receiving your information package from the College.

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

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