



VETERINARY SURGEONS BOARD OF SOUTH AUSTRALIA

REQUIREMENTS FOR ACCREDITATION OF A FACILITY AS A VETERINARY HOSPITAL ANNEXURE A – REQUIREMENT D2: RECORD KEEPING

Good administrative record keeping benefits all in veterinary practice. It improves efficiency of staff in day to day operations, helps record and maintain accurate patient information and enables transparent reporting. It has other benefits in maintaining security of confidential clinical files and supporting staff to work more effectively in the interest of protecting animal health safety and welfare.

Successful administrative record keeping requires consideration of the following steps:

1. Planning

- a. Establish policies and procedures for the maintenance of administrative records
- b. Define responsible staff

2. Management

- a. Provide appropriate allocation of resources to fulfil record keeping obligations
- b. Provide ongoing training to staff to ensure awareness of record keeping policies and procedures, consistency of expectations and strict conformity to procedures
- c. Ensure record keeping authority is included in the business delegation policy

3. Technology

- a. Know the capabilities of the record keeping software and provide adequate and regular training to staff
- b. Embrace technology development to enable growth of the system in line with needs
- c. Ensure appropriate data security and back-up measures are in place

4. Evaluation and Review

- a. Evaluate policies and procedures in accordance with regulatory obligations for record keeping, privacy and data breach notification
- b. Review system needs on a regular basis to allow input from the entire staff
- c. Maintain a staff training program



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	CHECKLIST	Y/N
Planning	Are your administrative record keeping policies written down and accessible to all staff?	
	Do your administrative record keeping policies clearly state who is responsible for work relating to record keeping policies?	
	Are your policies inclusive of email, social media, internet and all other electronic records?	
	Are your policies descriptive of possible outcomes of incorrect insurance claims and fraudulent document alteration?	
	Does your facility have clear written policies identifying disposal methods and have a written disposal schedule?	
	Does your facility have written procedures on naming protocols for data that is filed electronically? Do staff know about these procedures, where to find them and where to receive training in this area?	
	Do you have policies that define different access levels for your electronic records?	
	Does your facility have a written policy on the levels of access that exist for the various roles within your practice?	
	Does your facility have policies that outline how unauthorised access will be managed?	
Management	Does management support staff by informing them that record keeping is a priority?	
	Does management provide a budget for record keeping tools?	
	Does management ensure that breaches of record keeping policy are reported and investigated as necessary?	
	Is there a person/ group responsible for managing your practice records?	
	Is there a process in place for monitoring record keeping processes on a regular basis?	
	Have responsible staff undertaken training which enables them to identify what types of information should make up an administrative record?	
	Have responsible staff undertaken training which helps them to understand record keeping management standards including file registration, record movement, confidentiality and record disposal?	
	Have responsible staff undertaken training which gives them information about the potential risk of fraud?	
	Are all staff aware of their responsibilities in relation to administrative record keeping? Do they understand the importance of what they write, how they handle and how they alter a record?	
	Is staff training in administrative record keeping regular and flexible in terms of content?	
Do staff know and adhere to the laws, obligations and policies associated with record keeping which apply to your practice?		



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	Do staff keep up to date with the changes to laws, obligations and policies associated with record keeping which apply to your practice?	
	Does your facility have a file movement register so you know where files are at all times?	
	Does your facility have a system in place to ensure records are securely stored?	
	Does your facility have a system of labelling files which all staff understand?	
	Does your facility have an archived record system that is clearly defined and allows staff to find records easily?	
	Does your facility ensure that records are only able to be accessed by appropriate staff?	
	Does your facility ensure staff understand policies on storage, damage and alteration of records and take appropriate action if a breach occurs?	
	Are your facility records regularly checked for deliberate damage or unauthorised alteration?	
	Are all staff attentive to checking records for accuracy and do they report suspected cases of fraud?	
	Do your staff know the laws governing the destruction of personal and confidential information?	
	Does your facility use appropriate disposal methods such as security bins and shred sensitive records if deemed suitable for destruction?	
	Does your facility have a person/group specifically responsible for managing the security of your electronic records and a written job description relating to the role(s)?	
	Does your facility provide staff with training about computer security, and conduct regular reviews of the role and staff performance in the role?	
	Does your facility provide clear direction on record keeping in your staff manual?	
	Does your facility provide induction material, training opportunities and support tools to staff to enable them to manage administrative record keeping needs?	
Technology	Does your facility give staff an individual password that they must use at all times and change staff passwords regularly?	
	Does your facility ensure passwords are not shared and are kept secure, and ensure access to files is checked by using the audit capabilities of your practice software?	
	Does your facility have a recovery plan in place for recovery of documents in case of loss or destruction?	
	Does your facility ensure all records are backed up and is the integrity of the back-up data is checked on a regular basis?	
	Does your facility ensure that records are backed up off site and that a written protocol for this procedure is available and specific staff are allocated to ensuring this occurs?	



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	Does your facility have adequate antivirus software installed and have staff trained in how to manage the system?	
	Does your facility have firewalls installed on all computers and are they regularly tested?	
	Does your facility have adequately maintained computer systems which are tested regularly and an effective system for staff to report system failures?	
Evaluation and Review	Do you have methods in place to ensure that updates regarding policies associated with record keeping are incorporated into your practice policies and are regularly distributed to staff?	