



VETERINARY SURGEONS BOARD OF SOUTH AUSTRALIA

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

The essence of good record keeping is to be able to demonstrate that the records within your practice are accurate, complete, timely, professional, secure and able to be readily shared.

Good record keeping benefits all stakeholders in veterinary practice. It improves staff efficiency, enables transparent reporting and helps record and maintain accurate patient information thereby enabling better care through better information transfer. Legislation mandates that privacy is protected and security and protection of files must be incorporated in the management of patient and client records.

Successful record keeping requires a system to be put in place to facilitate that outcome. The steps in that process are planning, management, investment in technology, evaluation and review.

The Board has not made compliance with all items on the checklist mandatory. For example, not all practices will have a delegation policy in which case the item relating to that policy would not be applicable.

The checklist is to be used by practice management internally as a resource to enable a practice to demonstrate at an inspection that good record keeping systems have been implemented and are being maintained.

| CHECKLIST | Y/N |
|---|-----|
| PLANNING | |
| Are your record keeping policies documented and accessible to all staff? | |
| Does your hospital have a written policy on the levels of access to records for the various roles within your practice? | |
| Does your practice manual provide clear direction on record keeping and the requirements of these records? | |
| Do your policies describe the responsibilities that all staff have for managing records? | |
| Are your policies inclusive of all electronic records, including email, social media, internet etc? | |
| Do your policies address the possible outcomes of incorrect insurance claims and fraudulent document alteration? | |
| MANAGEMENT | |
| Does management provide a budget for record keeping tools and their updating? | |
| Are there nominated staff responsible for managing your practice records? | |
| Have responsible staff undertaken training which enables them to manage your record keeping requirements? | |



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| CHECKLIST | Y/N |
|---|-----|
| Does your facility have adequately maintained computer systems which are tested regularly and is there an effective system to report and resolve any failures of that system? | |
| Are all staff aware of their responsibilities in relation to record keeping? Do they understand the importance of what is written and how records are handled and altered? | |
| Does your hospital provide induction material, training opportunities and support tools to all staff which enables them to adhere to the laws, obligations and policies associated with record keeping? | |
| Does your hospital ensure staff understand policies on storage, damage and alteration of records and take appropriate action if a breach occurs? | |
| Are your hospital records regularly checked for deliberate damage or unauthorised alteration? | |
| Do all staff check records for accuracy and do they report suspected cases of fraud? | |
| Does management ensure that breaches of record keeping policy are investigated and reported as necessary? | |
| Do your staff know the laws governing the destruction of personal and confidential information? | |
| Does your hospital ensure that records are only able to be accessed by appropriate staff? | |
| Does your hospital have a system in place to ensure records are securely stored? | |
| Does your hospital have a system of labelling files which all staff understand? | |
| Does your hospital have an archived record system that is clearly defined and allows staff to find records easily? | |
| Does your hospital have clear written policies identifying disposal methods and have a written disposal schedule for all records? | |
| Does your hospital use appropriate disposal methods such as security bins and shredding of sensitive records if suitable? | |
| TECHNOLOGY | |
| Does your hospital have a recovery plan in place for recovery of documents in case of accidental loss or destruction? | |
| Does your hospital ensure all records are backed up and that the integrity of the back-up data is checked on a regular basis? | |
| Does your hospital ensure that records are backed up off site and a written protocol for this procedure is available? | |
| Does your hospital have adequate antivirus software and firewalls installed and are they tested regularly? | |



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| CHECKLIST | Y/N |
|---|-----|
| Do you have policies that define different access levels to your electronic records? | |
| Does your hospital have policies that outline how unauthorised access to records will be managed? | |
| Does your hospital give staff an individual password that they must use at all times and change passwords regularly? | |
| Does your hospital ensure passwords are not shared and kept secure, and access to files is checked by using the audit capabilities of your practice software? | |
| EVALUATION & REVIEW | |
| Is there a process in place for monitoring record keeping processes on a regular basis? | |
| Does your hospital have adequately maintained computer systems which are tested regularly and is there an effective system for staff to report system failures? | |
| Are staff kept up to date with the changes to laws, obligations and policies associated with record keeping which apply to your practice? | |
| SIGNED: | |
| NAME: | |
| POSITION: | |
| DATE: | |