

**DAI 500.50.02 Health Care Record Format, Content and Documentation**  
**Attachment D – Moving Contents of PRF to DMI**  
**Effective Date: 01/17/17**

**Purging Content of Patient Request Folders:**

- HSUs should purge PRFs on a regular schedule throughout the year, so that most PRFs are no larger than one inch thick. Regular purging decreases the time needed to perform each purge, and ensures that DMI receives a steady flow of documents to enable DMI to schedule their employees assigned to the DOC contract.
- Review the contents of the PRF and remove any document that should not be filed in the PRF.
  - ✓ See Attachment A of this policy under “Patient Request Folder” for a list of documents that should be filed in the PRF. Documents consist of written communications FROM an inmate patient TO the HSU, and responses by the HSU to the communications, primarily DOC-3035 and 3035C forms, and memos written by HSU staff. When patients use an Interview/Information or Offender Complaint form to communicate with the HSU, form can be treated as an HSR.
  - ✓ Remove from the PRF any improper documents, such as Mental Health Screening Interview, Medication Profile and Medication Treatment Record forms, and file in the proper location in the Health Care Record, per Distribution on the form, or per Attachment A of this policy.
  - ✓ Note that DMI charges the DOC for processing every document it receives. Sending documents that should NOT be in the PRF costs money, increases workload of both DMI and DOC employees, and may result in important documents not being filing in the proper location in the HCR.
- Remove (purge) documents that are properly filed in the PRF **dated more than four months** (120 days) prior to the purge date. Do not remove documents dated less than four months prior to the purge date.
- Remove the second page (copy) from all multi-ply forms; e.g., pink copy from a Health Service Request.
- HSU does not need to place documents in chronological order when removing them from each inmate patient’s PRF prior to sending to DMI. However, HSUs should file all documents in chronological order with most recent on top to enable health providers to locate a particular document.
- **Review each document to ensure it includes a DOC number and date. Write the DOC number on top right of document if it lacks a legible DOC number. This can be done because the document is in the labeled PRF that includes the DOC number.**
- **Ensure the date is legible. This applies to multiple pages; each page must have a DOC number and date.**
- When the DOC number and/or date are not legible, DMI cannot properly index, resulting in DMI scanning the document into an electronic queue which DOC has to review to try to figure out the information. If the DOC number and date cannot be determined, the document may end up not being available for legal purposes, such as records requests and litigation.
- Remove existing staples. Do not staple documents together by name.
- Paper clip forms together by name.

**Preparing boxes/envelopes to ship to DMI:**

- Place documents in a box/envelope addressed as described below.
  - ✓ Do not use boxes or envelopes that are falling apart, creased, torn or otherwise not secure. Boxes are likely to be placed on and removed from a number of trucks as they move across the country.
  - ✓ Do not use boxes larger than 12 X 15. Copy paper boxes are not acceptable due to their size.
  - ✓ Best practice: order and use

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- Staples Multi-Depth Corrugated Boxes (15x12x12); scored at 12", 10", 8" and 6" to reduce size; item #576110; \$34.93 for 25.
- Staples Tyvec expandable envelopes (10x13x 2); open on the side rather than the top for ease in inserting documents; item #534610; \$66.17 for 100.
- ✓ Boxes – Do not leave air space in boxes because boxes may be crushed when stacked and placed on and off trucks. Fill air space with crushed paper.
- ✓ Boxes – Stack documents in boxes. Do not throw documents in box in disarray because edges of documents are more likely to be damaged making scanning more difficult, also more challenging to remove in an organized manner for the prep step of the process.
- ✓ Boxes – Secure all edges of boxes with packing tape to decrease chance of box opening up when stacked and tossed on and off trucks.
- ✓ Tyvec envelopes – Place documents in a Tyvec envelope, fold envelope around documents, and place inside another Tyvec envelope.
- ✓ Legibly address box or envelope as follows.

<b>RETURN ADDRESS</b>	<b>RECIPIENT'S ADDRESS</b>
Name of facility	DMI
Street Address	55 Lukens Drive
City, State, Zip	New Castle, DE 19720

- Do not leave boxes/envelopes in an area readily accessible to inmates or non-health staff. Ensure the boxes/envelopes are moved promptly to the mailroom.
- Follow facility procedures for shipping via UPS or USPS.
- Use tracking when shipping boxes or envelopes.
- Remind the facility mailroom that the boxes/envelopes must be in a locked area at all times.
- When sending envelopes/boxes to DMI, email DOC DAI DCI Central Medical Records, to the attention of Laurie Tank, the following information:
  - ✓ Sending facility.
  - ✓ Number of boxes/envelopes sent.
  - ✓ Alpha range of each box/envelope.
  - ✓ Number of inches of documents in total.
  - ✓ Date sent to DMI.
  - ✓ Method of shipment, e.g. UPS or USPS.

BHS will be electronically auditing documents sent to DMI, especially those received by DMI without a legible DOC number and date, and documents sent that are not part of the PRF.