

Patient Records Standards

Medibank Private Limited offers private health insurance products under two brands, 'Medibank' and 'ahm health insurance'. This document sets out supplementary standards which are **Recognition Criteria** applicable to certain **Recognised Providers** ('you', 'your') under the **Fund Rules** for Medibank and ahm (collectively 'we', 'us' or 'our').

Unless otherwise stated, words or expressions in **Initial Capital Bold Italic** in this document have the same meaning as in the applicable **Fund Rules**.

Do these criteria apply to you?

We expect you to meet the criteria set out in this document if:

- a. our websites say that these Patient Records Standards apply to a particular modality and you provide ancillary health care services in that modality; and
- b. you wish to be recognised for the payment of **Benefits**, so your patients who are **Members** may be able to claim **Benefits** from us in respect of your services or goods.

For clarity, to the extent that you are unable to comply with the criteria in this document whilst also complying with a standard, policy, code or guideline concerning clinical or patient records published by the professional organisations representing your health profession (collectively, the Professional Standards), then the Professional Standards take precedence to the extent of the inconsistency.

Recognised Provider Recognition Criteria

If you wish to be recognised, or continue to be recognised, by us for the payment of **Benefits** to or on behalf of a **Member**, we expect you to meet the following criteria:

1. Patient records – general requirements

Your patient records:

- comply with all *Professional Standards*;
- are a comprehensive, true and accurate reflection of all services or goods provided;
- are made at the time of providing the services or goods or as soon as practicable afterwards;
- clearly identify the patient and the services or goods provided;
- are written in English, understandable by a third party and in a format that allows for continuity of care;
- are at a standard that enables us to verify whether you have provided services and goods in accordance with our **Recognition Criteria**;
- are in chronological order;
- are stored in a manner that allows for prompt retrieval, and if stored in electronic format, are appropriately backed up and have a tamper-proof audit trail;
- contain:
 - o the patient's name, address, date of birth, gender and contact details;
 - o relevant medical and health history, including allergies, previous and current medication and illness, details of previous treatment and referrals;
 - o presenting conditions, including symptoms;
 - o baseline measures, improvements and outcomes reached; and
 - o the commencement and conclusion time of each **Treatment**, unless you have a separate booking system that records the full name and appointment; and
- unless otherwise specified under applicable laws or professional standards, are retained for a minimum of seven years from the date the relevant service was provided.

2. Patient records – specific requirements in relation to each *Treatment*

For each *Treatment*¹ provided, your patient record shows:

- the date of service of *Treatment*;
- the provider of the service;
- the advice and instructions given;
- any referrals made and received;
- details of the type of examination performed and observations made;
- the results of diagnostic interventions or tests;
- progression of the *Treatment* provided by making contemporaneous notes.
- in the case of alternative therapies²:
 - o the technique(s) used, body parts treated and methods applied; and
 - o specific details of goods supplied or herbs and vitamins dispensed or administered, including dosage.

¹ '*Treatment*' means services and items for which *Benefits* are payable under our **Fund Rules**

² Modalities classified as alternative therapies are specified at medibank.com.au and ahm.com.au