MEDICAL RECORDS: THE ROAD MAP TO QUALITY VETERINARY CARE

Course Overview

Excellent veterinary medical record keeping protocols are core to the ability to deliver quality care to patients. It is not possible to overstate the value of accurate, clear, and complete medical records. Unfortunately, medical records are often delegated to the "I will do them when I get a chance" pile. Important information is either forgotten or remembered incorrectly. Even when handled promptly, poor record keeping protocols result in incomplete records that are often hard to read and confusing.

Take an honest appraisal of the record keeping requirements at your practice. What if a number of months after seeing a patient the animal's owner decided to take the practice to court in an attempt to prove malpractice? Would the patient's medical record serve as non-verbal proof of quality care or would it reflect poorly on the practice? Would the medical record help or hinder the practice's defense? Most veterinary professionals have heard that if it is not in the medical record "then it didn't happen." Often it is the gaps in the medical record that speak the loudest.

Medical records provide a road map, from start to finish. Is the path clear, with each step along the way documented and the plan for the next step clearly laid out? Or is it a confusing jumble of halting steps without clarity and focus? Could another professional, totally unfamiliar with the patient, pick up the medical record and immediately understand prior history, testing, differentials, treatments and patient response? Is client consent and client refusal for recommendations legally documented? Does the practice's medical records aid in increasing patient follow-up and client compliance?

Medical Records: The Roadmap to Quality Veterinary Care provides the foundational knowledge needed to develop sound practice protocols.

Continuing Education Credits

Course meets the requirements for 10 RACE hours of continuing education credit for veterinary technicians and veterinarians in jurisdictions which recognize AAVSB's RACE approval. However, participants should be aware that some boards have limitations on the number of hours accepted in certain categories and/or restrictions on certain methods of delivery. This course has been submitted
Continuing Education Credits
for 10 CE credits toward the continuing education requirement for the Certified Veterinary Practice Manager program offered by the Veterinary Hospital Managers Association (VHMA).

This is an interactive distance course that meets RACE requirements; program number 57-28881. Subject matter Category Three: Non-Scientific-Practice Management/Professional Development

This course has been approved by a number of state medical boards to meet their requirements. VetMedTeam cannot, however, verify the states or current acceptance. Participants meeting state requirements should first check with their veterinary state board.

Course Focus, Content, and Learning Objectives

Medical Records: The Roadmap to Quality Veterinary Care is designed to help veterinarians and technicians improve their medical record keeping skills. Practice managers should also be aware of the need for quality records and the appropriate practice protocols.

This 3-week course that discusses record keeping topics including standard abbreviations, typical medical record formats, keeping accurate medical records and the benefits of medical record audits to increase compliance. In addition, logistical topics such as paper vs. paperless medical records and electronic medical record software are discussed.

A large component of the course is devoted to decreasing medical record violations, defining appropriate owner consent and ownership/retention of medical records.

The audit section of this course requires access to about 10 random patient charts. Submission of the actual records or submitting private information is not required. Instead an audit form is used to submit findings.

Upon completion of the course, the student will be able to:

- recognize basic elements of complete medical records
- Describe why proper record keeping is important for a veterinary practice
- list commonly used medical record abbreviations
- explain the function and benefit of a SOAP format
- recognize compliance issues, and the role of the medical record in improving it
- design and implement a medical records audit system
- list the advantages of electronic medical records
- design and implement a successful program to purge and dispose of medical records
- identify common medical record violations that occur in veterinary practices
- perform correct and appropriate medical record entries
- develop appropriate owner consent forms that are tailored to individual cases
Open Enrollment and Activity Requirements

Open enrollment allows students to enroll in a course at a time that is best for their schedule. Each participant has a personal start and end date. Unless otherwise requested, a participant's start date will be within 48 hours of payment submission.

During their personal 3 weeks of access time, the participant is not expected to be online in the course at any specific times as there are no real time lectures. However, all assignments must be submitted by the assignment deadline date.

This course is designed to be as schedule friendly as possible as we understand it can be hard to fit interactive CE into an already busy schedule.

Completion Requirements

Completed students are awarded a certificate of completion. Completion requirements include:

- **Module Comprehension Quizzes**: Designed to help the participant reinforce newly learned material and must be submitted with a score of 80% or better
- **Instructor Graded Interactive Critical Thinking and Case Study Assignments**: Designed to help the participant apply the newly learned skills and knowledge though patient based scenarios
- **Final Examination**: The course examination must be submitted with a score of 80% or better
- **Course Survey**

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Technology Requirements

It is recommended that participants utilize a program such as MS Word to create, and save, their assignment submission to their computer. Then the information can be pasted into the assignment submission area.

Some sections of the course give the student the option of viewing on the page or via a PDF document; the latter facilitates downloading for future reference.

At least one assignment requires the uploading of a completed document.
Required Additional Materials

No materials purchase is required as the content of this course is provided within the course.

Participant Feedback

...critical thinking exercises really revealed how poor the medical records have been historically for this practice

...Reminded me of the SOAP procedure in more detail, provided me with a method of auditing myself and my clinic, very interesting and of great clinical and practical use, easy to take the information and apply it right away

...What a DIFFERENCE it has made in our practice in a very short time. I will tell you that I came to this course with a chip on my shoulder and am so PLEASED that I took this course. I believe that we as a practice will see invaluable positive results because of this information. The course was designed very well and made me THINK instead of just kicking back correct information to a question. And then when I looked at our current sample of records and evaluated them for the first time, I was aghast. These notes will be referred to again and again. Thank you VERY MUCH TO THE ENTIRE TEAM for this course! It was so worth the money and I would recommend that anyone who handles patient records take this course for themselves.

...I thought this was a great course! You really had to interact and put some thought in to it. I feel that I typically have good medical records but this has given me the structure to move to the next step with them to ensure everything is included. I also am excited to implement an audit system to help hold everyone accountable for their actions or lack of actions.

...Emphasis on completeness of records and need to document everything was good for me. As a solo practitioner in a busy practice I tended to write down just enough for me to know what was going on, that would leave me vulnerable to complaints.&

...Well organized and clear. Assignments were appropriate and relevant.

...It was very beneficial to pull actual records from my practice and perform an internal audit. It became very clear what areas of our medical record keeping need attention.
Course Instructor

Chery Kendrick, DVM, MPVM, MLT, ASCP, CFS

Dr. Chery F. Kendrick is the owner of Kendrick Technical Services, CCK Publishing House and VetOSHA.com. She is a former large animal veterinarian and holistic practitioner, specializing in energy and herbal medicine modalities. She is also a regulatory specialist, (OSHA, DEA, EPA, etc.), and consults nationwide with clinicians, keeping their practices fully up to date and compliant.

As an award winning speaker she presents on numerous topics, including:

OSHA
Zoonotics: The Epidemiological Crisis
Compassion Fatigue or I Hate My Life? You ARE in Control of Your Life!
Holistic Medicine and Your Practice: the Art of Integrative Medicine
Maintaining Control in Your Practice: The Art of Management
The Complete Life: The Path to Wellness and Mindfulness

She is a certified Master Mind Group Facilitator, understanding that Master Mind Groups are a valued resource for growth, both personally and professionally. She leads Virtual MMGs geared toward every stage of practice life, and for every member of the team.

She makes her home in the foothills of the Smoky Mountains of Eastern TN, where she enjoys her five horses, three dogs and four kitties. She loves to clicker train the horses, especially new baby Dixie Doodle, and smart little teenager Misty Walker of TN, although, her three senior horses also enjoy special training times. Dr. Kendrick is an active hiker of the Smoky Mountains and the Pacific Coast Trail. Horses, nature and teaching make her complete.

Pricing

Price: $119.00

This course is eligible for the 10% Multi-course discount. To learn more about the discount please visit the Multi-Course Discount page.

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Questions please contact us at CE@VetMedTeam.com