

Medical Record Document Corrections in myAvatar Policy

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Policy It is the policy of the Department of Behavioral Health (DBH) that corrections to DBH client electronic health records (EHR's) created in myAvatar are made in a timely and accurate manner to ensure records are free from error.

Purpose To provide instruction to the DBH workforce for completing document corrections within myAvatar. DBH staff will be responsible for identifying inaccurate service entries and processing or requesting corrections and/or service deletions promptly.

Definition(s)

Charge Data Correction Invoice (CDCI): The form used to capture and communicate service information related to claimed services that require corrections.

Electronic Health Record (EHR): An electronic version of a DBH client's medical history maintained over time that includes all of the key clinical data relevant to that person's care including demographics, progress notes, problems, medications, vital signs, past medical history, immunizations, laboratory data and radiology reports.

End User: DBH and contract provider staff that utilize an electronic health record within their own respective agency.

Move Selected Data: The command used in myAvatar when a document is placed in the wrong client's medical record and needs to be completely removed.

myAvatar: The system used to create electronic health records for DBH clients.

Progress Note Correction: The form used in myAvatar when a correction needs to be made to a progress note within a client's health record. This command leaves a copy of the document in the client's medical record marked "Voided."

Continued on next page

Medical Record Document Corrections in myAvatar Policy,

Continued

Definition(s), continued

Protected Health Information (PHI): PHI is *individually identifiable health information* held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper or oral. Individually identifiable information is information, including demographic data, that relates to the individual's past, present or future physical or mental health or condition; the provision of health care to the individual; or the past, present, or future payment for the provision of health care to the individual, and identifies the individual or for which there is reasonable basis to believe it can be used to identify the individual. PHI excludes individually identifiable health information in education records covered by the Family Educational Rights and Privacy Act, as amended, 20 U.S.C. 1232g; in records described at 20 U.S.C. 1232g(a)(4)(B)(iv); in employment records held by a covered entity in its role as employer; and regarding a person who has been deceased for more than fifty (50) years.

Service: The provision of treatment, procedures, medication, examination, diagnostic test, assessment, care coordination, or counseling performed by DBH and contract provider staff.

Super User: Super Users provide DBH EHR support to end users in their department/clinic/program. Super Users answer questions, provide expertise, help onboard staff, resolve help desk tickets/assist with corrections, test functionality and provide feedback to DBH Information Technology (IT).

Background

DBH client medical records are created and stored electronically using the myAvatar EHR system. To ensure client's medical records are accurate and free from error, DBH Super Users will make all corrections to identified errors in myAvatar upon notification by a DBH staff as described in the Reporting section below.

Reporting

DBH staff will be responsible for promptly reporting any errors or misfilings in the EHR to:

- Super Users by submitting a ticket through the DBH Helpdesk, and
- The Office of Compliance (DBH-PrivacyIncidents@dbh.sbcounty.gov).in accordance with instruction provided in the DBH Privacy Incident Policy (COM0944).

Billing

Incorrect billing will be addressed as instructed in Service Corrections, Replacements and Deletions Policy and Procedure (CLK0708 and CLK0708-1),

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Medical Record Document Corrections in myAvatar Policy,

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**Related Policy
or Procedure****DBH Standard Practice Manual and Departmental Forms:**

- Charge Data Correction Invoice (CLP010)
 - Service Corrections, Replacements and Deletions Policy (CLK0708)
 - Service Corrections, Replacements and Deletions Procedure (CLK0708-1)
 - Medical Record Document Corrections in myAvatar Procedure (COM0960-1)
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