

Preserving Documentation Integrity Ensuring the integrity of HR documentation is important to help prevent fraud, waste, abuse, and improper payments. Providers and others are encouraged to present targeted training on policies and procedures related to properly using HR software features, specifically those that protect HR documentation integrity. Some highlights include: User authentication and access management/authorization; o Auditable events and tamper resistance, including a record of the audit log and encryption status, who changed the statuses and when, and the limited number of users who are authorized to change those statuses; Optimal security settings are set by default; Inability to change, overwrite, or delete audit log events; Ability to detect if the audit log has been altered; and Ability to time-out access after a specified period of nonuse. Policies and procedures with clearly defined roles and responsibilities, as well as identification of specific individuals accountable for the Documentation Integrity in Electronic Health Records accuracy and integrity of information, will help preserve the integrity of documentation in EHRs. The requirement to have an audit log operational whenever the HR technology is available for updates or viewing was recommended in a report commissioned by ONC[7] and by HHS-OIG in its 2013 report on hospital EHR technology. Periodically monitoring and auditing HR documentation, establishing clear channels for reporting errors in documentation, and promptly correcting any known errors are also effective ways of mitigating HR documentation integrity risks.[9]

Another method of ensuring HR documentation integrity is to develop administrative and clinical documentation policies and procedures and standards of conduct that provide a framework for proper [use.[10