



***Ethics, Risk  
Management  
and Documentation***

# Michele Quattlebaum




- 2012, 2013, 2014, 2015, 2016, 2017 & 2018
- Texas Super Lawyer
- Board Certified Personal Injury Trial Law
  - Texas Board of Legal Specialization
- Tried chiropractic malpractice cases to verdict since '82
- Routinely handles board matters
- Seminars concerning chiropractic malpractice, documentation, Medicare, Ethics, Risk, and HIPAA



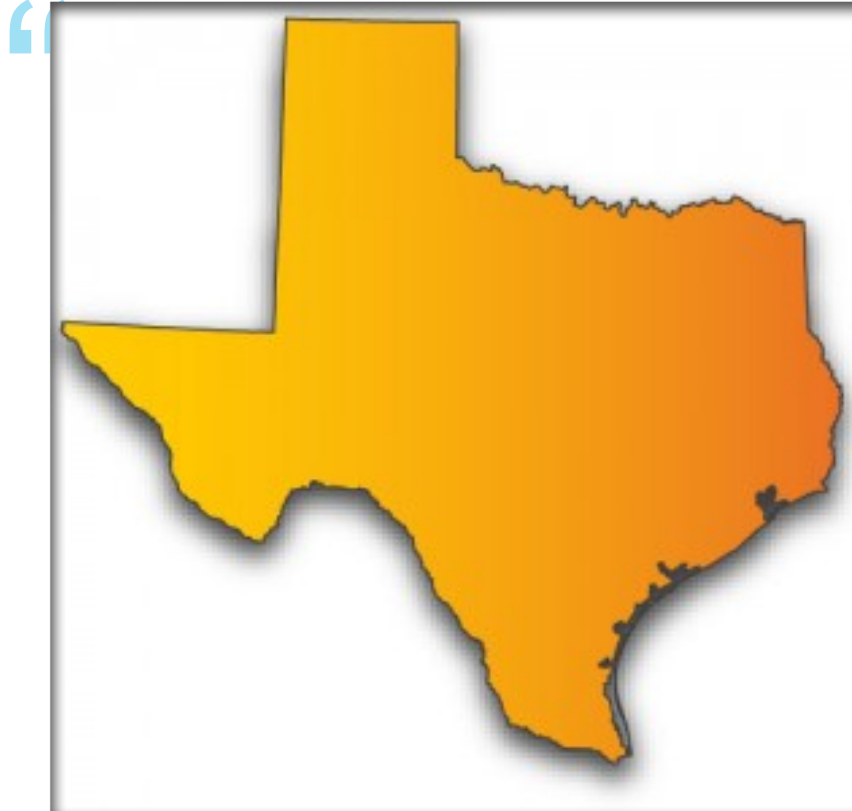
PI billing is not licensed  
to falsify

# Accurate billing on PI

- Accurate coding
- Do not bill for services not rendered
- Documentation must justify
- Treatment plans must be justified
- All accidents/patients do not result in same care
- ESI can be dangerous
- HIPAA
- Insurance fraud
- Board violations

- 
- ▶ **It is YOUR responsibility to know with whom you are working**
  - ▶ **Illegal activity will be your responsibility**
  - ▶ **BE RESPONSIBLE**
  - ▶ **BACK GROUND CHECKS**
  - ▶ **AUDITS UPON REQUEST**
  - ▶ **AGREEMENTS**
    - ▶ **ETHICS CLAUSES**

- ▶ **Keep control over signature stamps**
- ▶ **NPI numbers**
  - ▶ Should have individual
  - ▶ When gone, no one uses your NPI
  - ▶ Notify carriers of this
- ▶ **Medicare credentialing**
  - ▶ Enrolled in Medicare
  - ▶ Contact Medicare when leave
- ▶ **HIPAA**
  - ▶ Knowledgeable about HIPAA
  - ▶ Individual NPI
  - ▶ Responsibility for billing
- ▶ **Coding**
  - ▶ Knowledgeable re billing/coding
  - ▶ Audit the records
  - ▶ Do not treat under another letter



- ▶ Don't adjust when out of state
- ▶ If are with a sports team , contact state you are going to for temp license

## Out of state adjustments

A collage of social media icons including YouTube (red), Facebook (blue), and LinkedIn (blue) in various sizes and orientations, overlapping each other.

# Social Media

- Do not “friend” patients on personal page
- Be careful not to make political or controversial statements
- Doctors are held to higher standard
- HIPAA
- Advertising rules
- Scope of Practice Rules
- Enticement rules for Medicare





# Patient blogging

- ▶ Caution
- ▶ *Google yourself*
- ▶ Google & Yahoo maps reviews
- ▶ Services to cleanse



# Sharing Health Information with Patients

- ▶ Blogs or Websites
- ▶ Careful to give accurate information
- ▶ Give general information
- ▶ Careful not to give specific health advice or diagnosis

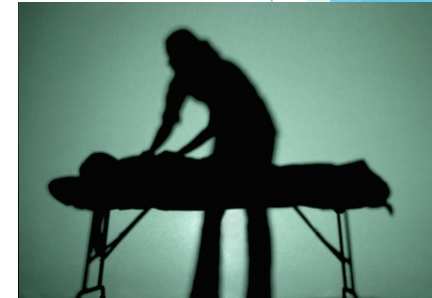


# Patients

- “Patient” any person who consults or is seen by a chiropractor to receive chiropractic care

- Employees
- Friends
- Relatives

Same exams, history, radiology, and record keeping





# Avoiding Staff Problems pertaining to patient care

- **Hiring competent Staff**
- **Do not hire anyone you can't fire**
- **Training**
- **Confidentiality**
- **Reprimands**
- **Staff meetings**

# Record Production

- **Upon written authorization**
- **Signed by Patient**
  - **Personal representative if deceased**
  - **Parent or legal guardian, if minor**
- **Information to be released**
- **To whom they should be released**
- **Consent can be withdrawn**



- Remember the spouse can not come in and ask for records of their spouse without a written authorization. You can not discuss condition with spouse or family member.
- Children turning 18
- Without an authorization form, you can not discuss the patient with his/her attorney, even if that attorney referred patient to you.



**Authorization.....**

# Time to Produce

- Copies must be furnished within a reasonable time, not to exceed the days set by your board of examiners.
- Should be provided promptly
- know
- Do not have to Xerox them IMMEDIATELY while patient standing there, unless convenient



# You must still produce even if..

- **Past due Account**
- **NO LOP**
- **Because you think they might sue you**
- **Because you don't want them to go to another doctor**
- **Arguments with PI attorney**
- **Subpoena in NOT required**





# Record Production

- **If you use colored inks be careful that when copying they show**
- **Make sure two sided forms are copied properly**
- **If the subpoena says “all”, it means “ALL”**
- **Do not withhold records**





## Records on Disabled Patient

- ▶ If records are being requested to determine if patient is disabled you may not charge for the records.

# Before charging for records

- Use common sense
- Is it going to aggravate an already dissatisfied patient



# DO NOT ALTER RECORDS



- Do not alter or destroy any record that is being used in an ongoing legal proceeding or investigation, whether you or your patient is involved.



# LOCUM TENENS pointers



- Check references
- Check license
- See proof of insurance or obtain temporary insurance to cover them
- Notify patients before they walk into room
- Have them adjust you
- Discuss patient charts, office procedures, record keeping
- If possible have them shadow you for a day or two before you leave your patients with them

# Change of Address

- You must keep your address current with the board
- IN WRITING
- HOME and OFFICE
- EMAIL ADDRESSES TOO!!!!





- Advertising Superiority
- Must be subject to verification
- Must be within scope of practice
- No false or misleading







Print, social media, radio,  
TV, articles, YouTube,  
website,  
Anything you put out  
there,



# advertising.....

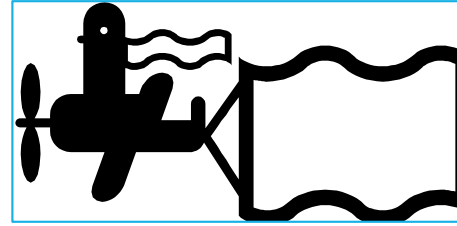
- ▶ Training does not change scope
- ▶ Do not advertise outside your scope
- ▶ If you identify specialty certification , must identify the board
- ▶ “diplomate”
- ▶ NO certification by NBCE

# Clearly Distinguish Yourself as DC

- All advertising as DC or chiropractic
- When patient comes to your clinic they need to understand that you are a chiropractor
- Scrubs
- Facebook
- Articles
- emails



# Advertising



- ▶ **No false, misleading fraudulent or deceptive statements**
- ▶ **No statements inconsistent with practice of chiropractic**
- ▶ **No telemarketers who misrepresent who they are associated with**
- ▶ **Must keep testimonials for two years**
- ▶ **Signed statement that you can use testimonial**
- ▶ **Must distinguish chiro clinic from other business**

# Advertising



- If you make a claim based on research studies, you must make studies available to board or public upon request
- If you claim services are “free” you must state
  - What other component services will be conducted
  - Will those component services be free
  - Will the report of findings be free

# Supervise Adequately

- ▶ Must know the qualifications
- ▶ Treatment plans
- ▶ Office/Staff Meetings
- ▶ Internal Auditing and Compliance



# Hiring

- Employees are a reflection on you
- Employers are a reflection on you
- Ask for references
- Ask other doctors who have left
- FACEBOOK
- Board record
- Lawsuit record
- Confirm insurance and license



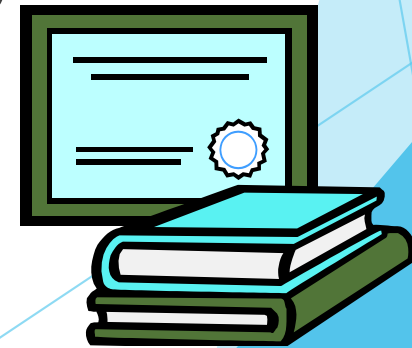
# Updating License

- ▶ Renew your license on time!!!!
- ▶ Practicing with an expired license is practicing without a license



# Licensure

- Do not employ (even indirectly) a person who is not licensed or whose license is suspended or revoked
- Confirm that all working with you have a valid license





# Keep License and CE Current

- **Seems basic, but many do not pay their license fee timely**
- **All professionals working with you must be licensed**
- **Make sure your associates do also!**
- **Demand Proof**
- **DO IT!**



# What to do if put on Notice of Lawsuit

- ▶ Call your insurance company
- ▶ Do NOT call the patient
- ▶ Do NOT call the patient's attorney
- ▶ Don't discuss with anyone and everyone who will listen
- ▶ Do NOT post anything on facebook, twitter, etc
- ▶ Keep records, films, sign in sheets, calendar etc all safe
- ▶ Ask staff what they remember but do not have them write it down unless your attorney tells you to
- ▶ **DO NOT ALTER YOUR RECORDS**
- ▶ **Follow advice of your attorney**

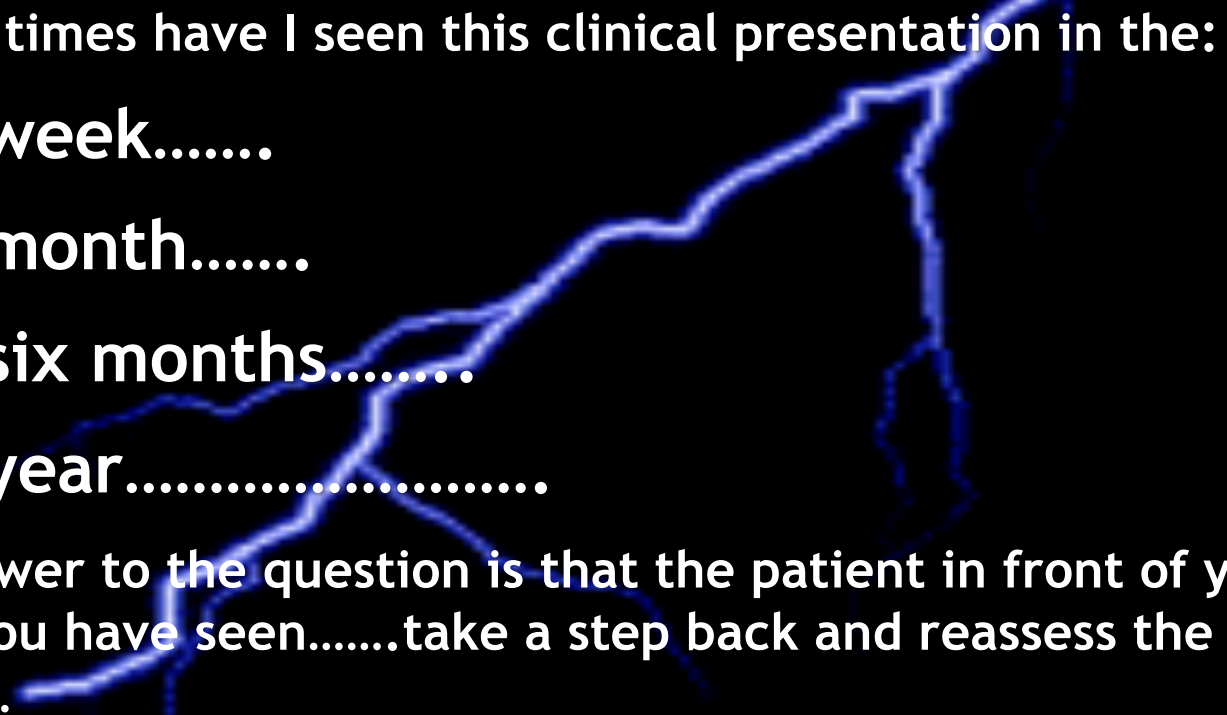
**LEGAL  
NOTICE**

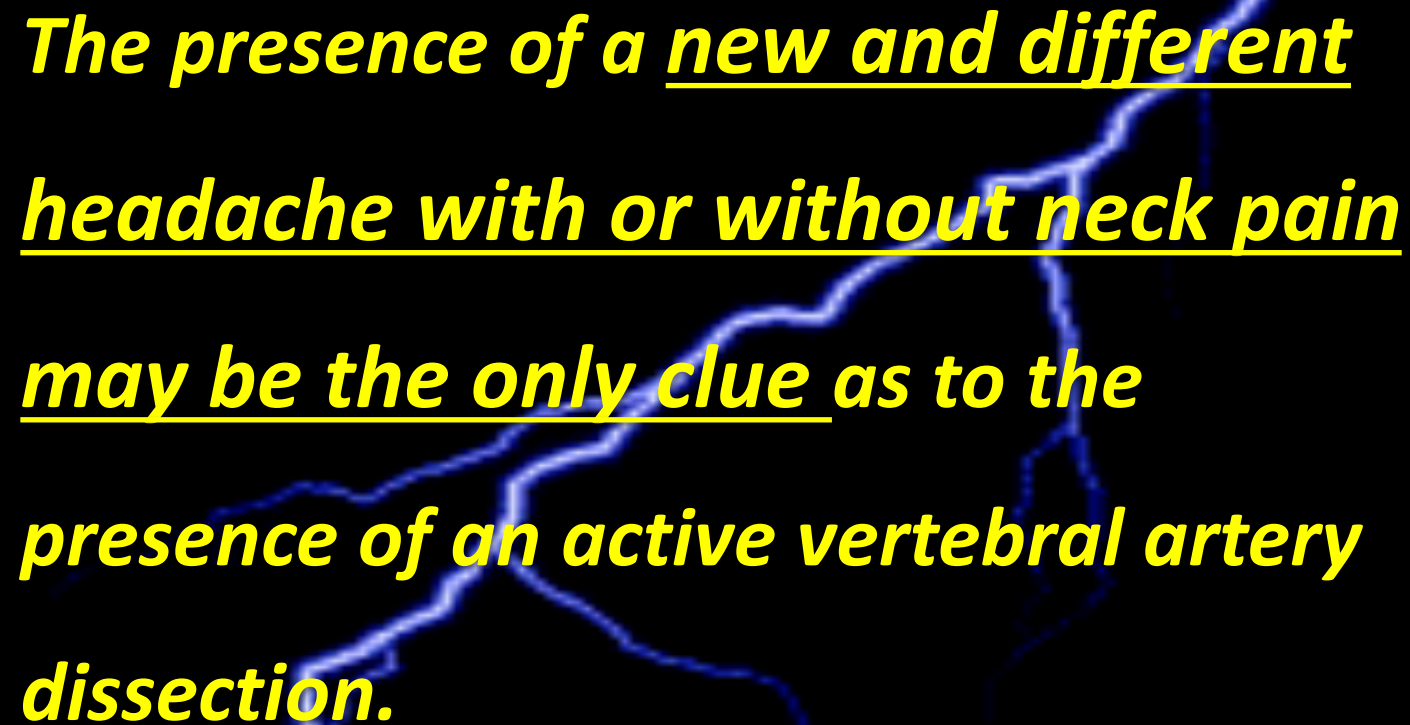
# Most Common Allegations In Malpractice case

- **Herniated Discs: Cervical and Lumbar (DO NOT CAUSE)**
- **Misdiagnosis**
- **Fractures**
- **CVA**
- **Failure to Refer**
- **Aggravation of Pre-Existing Condition**
- **Vicarious Liability ( 8%)**



***When assessing a clinical situation, ask yourself the following:***

- ▶ How many times have I seen this clinical presentation in the:
    - ▶ Past week.....
    - ▶ Past month.....
    - ▶ Past six months.....
    - ▶ Past year.....
  - ▶ If your answer to the question is that the patient in front of you is the only one you have seen.....take a step back and reassess the situation because.....
- 



***The presence of a new and different***  
***headache with or without neck pain***  
***may be the only clue as to the***  
***presence of an active vertebral artery***  
***dissection.***

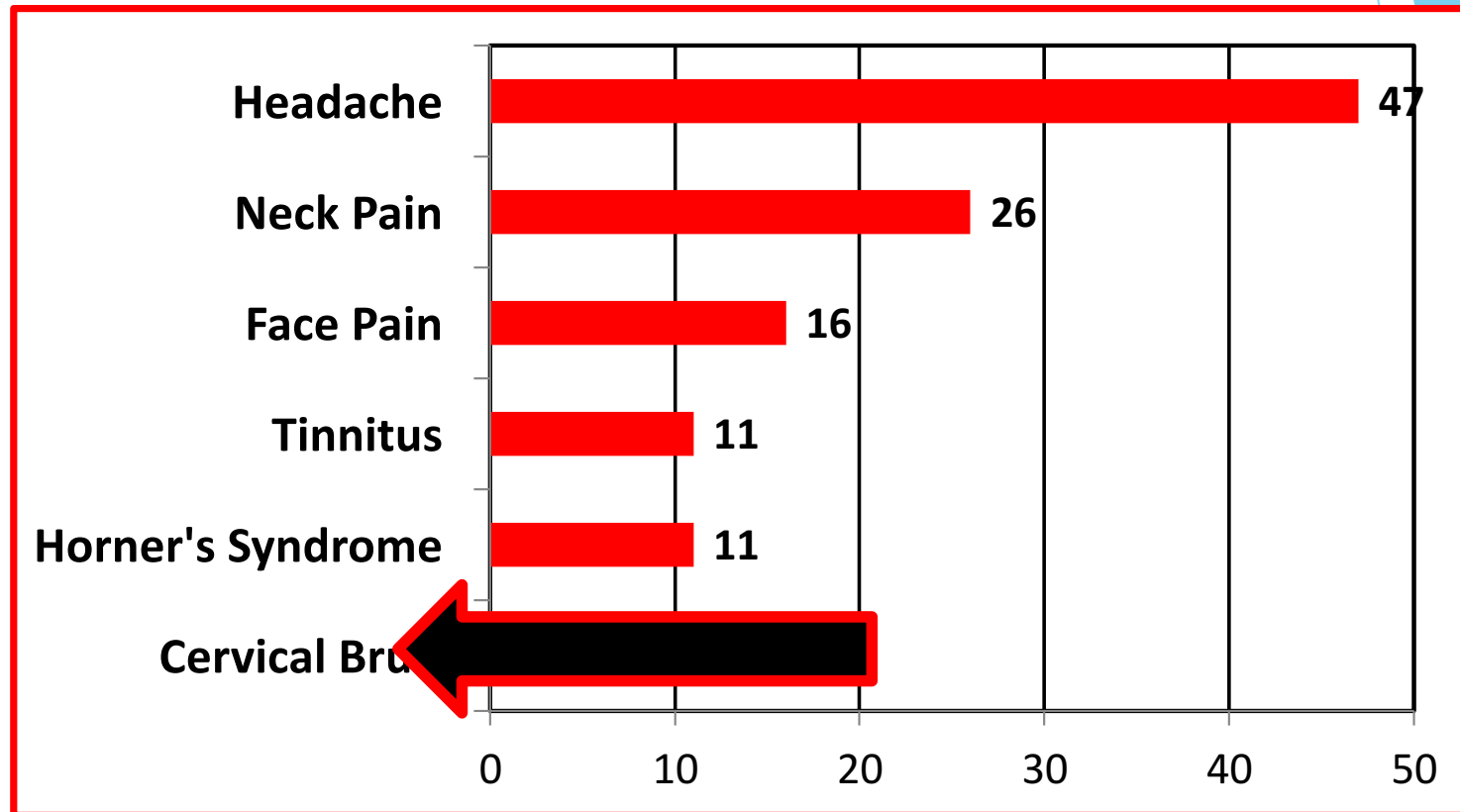
# Vertebral Artery Dissection Presentation

(Schievink – NEJMed)

- ▶ *50% consider headache and/or neck pain unlike any other*
- ▶ Rarely mistaken for migraine attack by those patients with a history of migraine

# Cervicocephalic Arterial Dissections

Biller (Arch Neurol 1986)



# *Dissection Headache/Neck Pain*

- ▶ Intensified by head movements - 64.3%
- ▶ Intensified by shocks - 14.3%
- ▶ Quality
  - ▶ *Not previously experienced - 78.6%*
  - ▶ Sharp pain - 64.3%
  - ▶ Dull pain - 7.14%



## ***High Index of Suspicion of Dissection: HEADACHE***

- ▶ New and different headache
- ▶ Never had headache like it before
- ▶ Very severe
- ▶ Unremitting
- ▶ Unchanged by medication usage
- ▶ Possibility of other neurological signs

## ***High Index of Suspicion of Dissection: NECK PAIN***

- ▶ New and different neck pain
- ▶ Unlike prior neck pain experienced
- ▶ Acute/progressive
- ▶ Unremitting/continuous
- ▶ Constrictive in quality

# Patient Must Prove

- Doctor-Patient Relationship
  - Duty
- Negligence
  - What a reasonable chiropractor would NOT have done under the same or similar circumstances
- Causation
  - Direct or continual link to the negligent act
- Damages
  - Caused by the negligence



# Malpractice insurance

- To have or not
- Business entity!!!
- Claims made vs Occurrence
- Limits
  - ❖ Price
  - ❖ Board matters/Medicare audit/HiPAA investigation
- Consent vs Arbitration
- See what is covered
- Believe in Chiropractic



# What other insurances?

- ▶ What other risks
- ▶ Identity theft/hipaa breach
- ▶ Worker's comp
- ▶ Slip n fall
- ▶ Disability!!!!!!!!!!!!!!!!!!!!!!
- ▶ Business interruption
- ▶ Auto
- ▶ Life





**The buck stops with the DC**

# Maintaining boundaries on Social Media

- ▶ Tell patients you do not friend on your personal page, due to respect of the doctor/patient relationship
- ▶ Make sure to use extreme caution to keep highest degree of privacy settings
- ▶ You are held to a high standard of conduct
- ▶ Use restraint in your postings
- ▶ Do not discuss PHI on facebook



# Going Out of Business

## Closing or Transferring a Practice

Give Notice to Patients

Enough time for them to select another doctor

If selling goodwill and files, go over every current file with new doctor (note chart that you did)

Need a BAA to ensure HIPAA compliance

Written agreement to maintain records for appropriate length of time and compliance



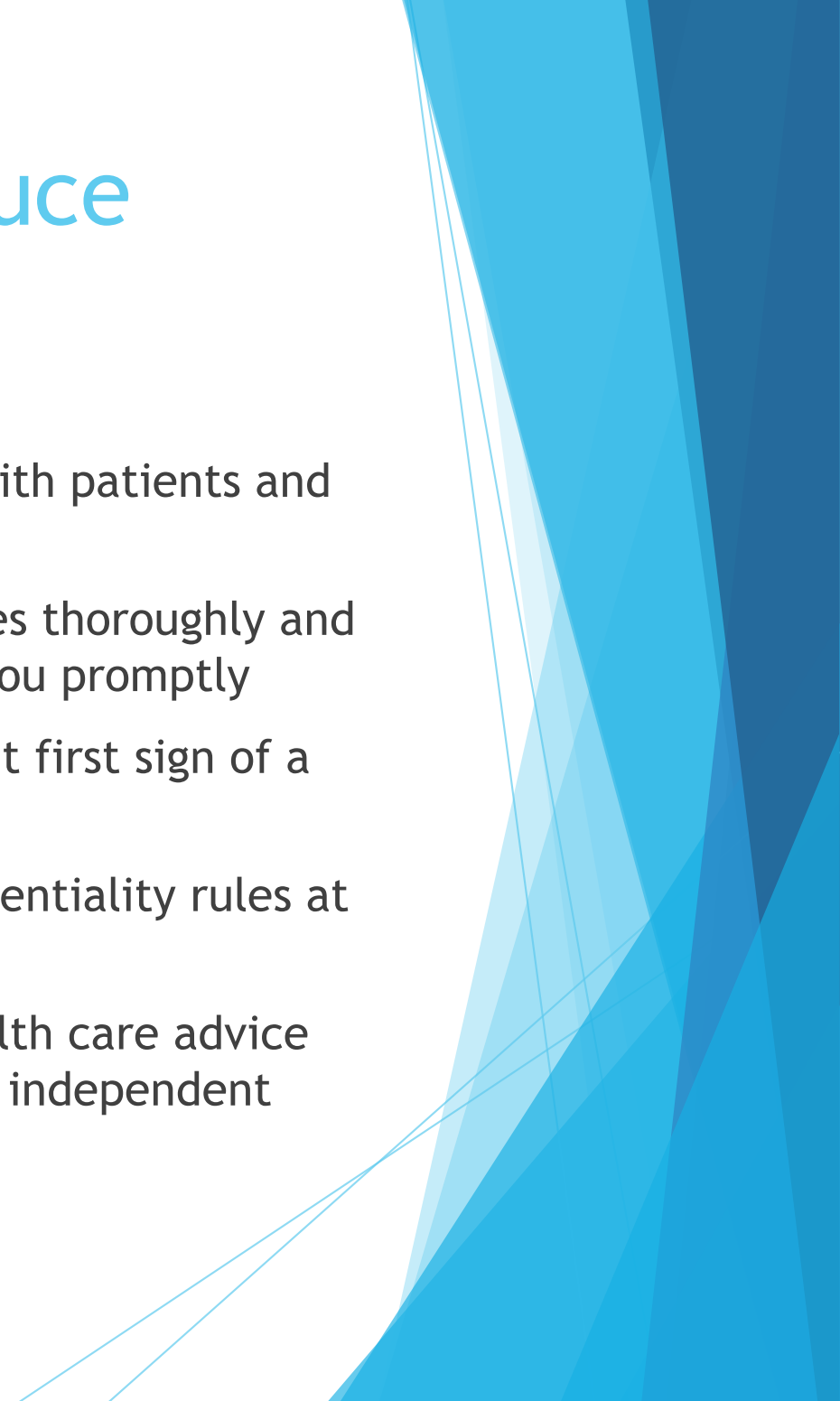
# Closing or Transferring Practice

- ▶ Notify board
  - ▶ Notify other businesses in area in case patient looking for records
  - ▶ Post in newspaper
  - ▶ Shred closed files
- 
- ▶ Consider reception to introduce new doctor





# Staff can Reduce Practice Risk

- ▶ Train staff to interact with patients and to handle phone calls
  - ▶ Staff must take messages thoroughly and communicate them to you promptly
  - ▶ Staff must involve you at first sign of a disgruntled patient
  - ▶ Staff must follow confidentiality rules at all times
  - ▶ Staff does not offer health care advice (even when pressed) no independent judgment
- 



# Record Retention and destruction

# Know your state laws

every state law differs, make sure  
you know your own state's rules.

However, other record retention rules might apply

- ▶ Depending on the longest required retention policy of records you deal with

# Record Destruction



- ▶ Discard Properly
- ▶ Must be HIPAA compliant
- ▶ Consider an outside vendor
- ▶ Use cross cut shredders

# X-rays

- *Do not ever* give the patient the only copy of their x-rays to take to another doctor





# DO NOT ALTER RECORDS

- Do not alter or destroy any record that is being used in an ongoing legal proceeding or investigation, whether you or your patient is involved.





# Changes can be made

- Make changes appropriately
- New page
- Date it for date change is made
- Do not black out; white out
- Do not mark exams later
- When making changes at the time doing records, one line through the error



- DO NOT change Computerized records either



# Informed Consent

- Written or oral
- What a reasonable patient would want to know
- Not what the doctor wants to tell them
- Document file what you discuss with them





# Informed Consent

- Must advise patient of the specific risks of the procedure
- “Material” risks must be disclosed before treatment
- “Material”
  - Inherent risks to the treatment or procedure
  - The type of risk that would influence a patient’s decision



# Who Can Consent

- Adults
- Incompetents- NO
- Minors----- NO, unless:
  - Active duty with US Military
  - 16 and does not live with parents and is financially independent



# Documentation of Consent

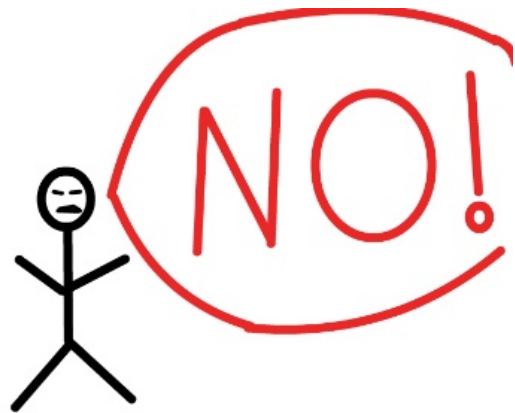
- Written consent form
- Document chart notes that it was discussed
- Bilingual consent forms
- Illiterate patients need to have it read to them
- Disabled patients who can't read



# Documentation of Consent

- If you show video, have patient document that they watched it
- If you give patient a brochure, have patient document receipt





# Informed Refusal

Document it

Description of  
treatment

Potential benefits

Reason denied

Witness

Careful decision  
needs to be made if  
will continue to  
treat patient



# Abandonment

you may not abandon a patient without

1. reasonable cause
2. adequate notice
  1. **Know if your state has a time period**
3. opportunity to obtain the services or another chiropractor
4. providing for the orderly transfer of the patient records.

# Dismissal of Patients without Abandonment

- **Doctor is not required to accept an individual as patient**
- **Doctor-patient relationship is necessary before abandonment occurs**
- **Abandonment occurs when:**
  - ❑ **Refusal to treat without adequate warning**
  - ❑ **Fails to respond to emergency, and patient dies**
  - ❑ **No substitute doctor when away for extended time**
  - ❑ **Failure to provide adequate follow-up care, and adverse event occurs which could have been prevented**



**Emergency**

# When to Discharge

- Abusive or posing danger to others
- Substantially noncompliant
- Causes disruption in office
- Giving questionable responses to exams or treatment
- Behavior which is inconsistent with the conduct you expect from patients



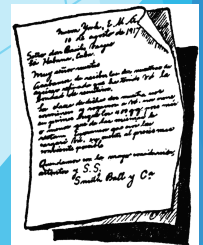
# How to Discharge a Patient

- Advise the patient in writing
- Advise him to seek doctor of choice or give him selection
- If not a danger or being abusive, should give notice
- If feel continued care is not indicative, no notice is necessary
- Provide patient a copy of the records and films



# Written discharge

- ▶ Terminating doctor/patient relationship
- ▶ Go to a doctor of choice, if you do not have one enclosed please find a list of other practitioners
- ▶ Will provide a copy of records upon written authorization to do so



# When to Refer

- Patient not getting better after reasonable time and sequence of treatment
- Patient worsening after reasonable time to evaluate
- Patient's condition is outside the scope of practice
- Violation of 78.2 (Proper Diligence and Efficient Practice of Chiropractic)



# Referrals

- ▶ Must use care
- ▶ Who are you referring to
- ▶ Is care necessary
- ▶ What is driving the referral
  - ▶ Attorneys
  - ▶ Financial
- ▶ You are responsible for the referral
- ▶ Pain management



# Documentation- first visit

- Physical exam
- Diagnosis
- Complete patient history
- Symptoms causing patient to seek treatment
- Family history if relevant
- Past health history
- Mechanism of trauma
- Quality and character of symptoms
- Onset during, intensity, frequency, location of symptoms





# Documentation- Initial visit

- Aggravating or relieving factors
- Prior treatments, medication
- Secondary complaints



# Subsequent visit

- ▶ Updated history
  - ▶ Review of the chief complaint(s)
  - ▶ Changes, if any, since the last visit

## Examination

examination of the area involved in the diagnosis

Assessment of any change in the condition since last visit

## Treatment

Documentation of treatment given

Patients response to the treatment rendered

Change in treatment plans

These documentation rules only apply to \_\_\_\_\_

**ALL PATIENTS!!**



# Functional Improvement

- ▶ Anticipate
- ▶ Achieve
- ▶ Specific findings
- ▶ Objective measures
- ▶ If you don't show it, will not be compensated



# IMPORTANT DOCUMENTATION

- ▶ Hardship Form
- ▶ If you are going to discount services, or waive copay or deductible, you need a hardship form on file.
- ▶ Extremely important for the medicare patients

Today's Date: \_\_\_\_\_

**Request for Financial Assistance**

by

\_\_\_\_\_  
(Patient's Name)

In as much this patient has expressed a strong and willing desire to receive care at this office, and that current circumstances exist which greatly restrict their ability to pay the practice's standard fees for services and/or any co-pays and/or deductible amounts. { Practice Name } agrees to temporarily waive the patient's obligation to pay that portion they would otherwise be contractually or legally bound to pay for the following services:

|       |       |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Reason for financial hardship: \_\_\_\_\_

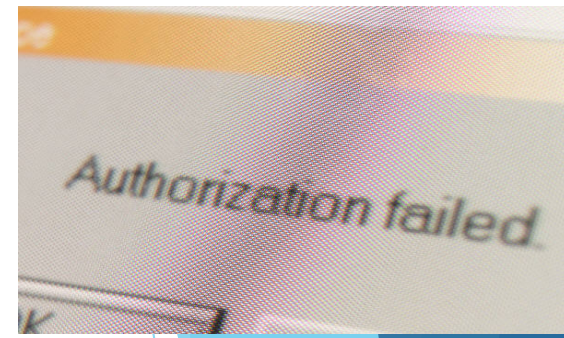
If, however, future discussion regarding their financial situation reveals that Mr./Ms. \_\_\_\_\_ circumstances have improved enough to enable them to assume a greater portion of their payment responsibility, the practice will immediately amend this agreement.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

*I understand that if my financial status or my ability to pay improves for any reason, the services rendered from that time forward will be based on the practice's 'Standard, Usual, Customary' fees.*

Patient's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Patient's Name \_\_\_\_\_ DOB: \_\_\_\_\_ HR# \_\_\_\_\_



## ▶ Authorizations

- ▶ Fax

- ▶ Email

- ▶ Produce records

- ▶ Discuss with third party

- ▶ *Documentation of Daily Charges*

Authorization to Fax/Email

I recognize that communication done electronically does not have any guarantee of privacy, however due to convenience and timing, communications might be necessary by electronic means of fax and email. I consent to communication specified below. Should I wish to withdraw the consent below I will notify the doctor/clinic in writing of the withdrawal of consent.

I, \_\_\_\_\_ do hereby authorize \_\_\_\_\_ to communicate with me via fax at the following fax number \_\_\_\_\_.

\_\_\_\_\_ Patient Signature

\_\_\_\_\_ Patient Name

\_\_\_\_\_ Date

\*\*\*\*\*

I, \_\_\_\_\_ do hereby authorize \_\_\_\_\_ to communicate with me via email at the following email address \_\_\_\_\_.

\_\_\_\_\_ Patient Signature

\_\_\_\_\_ Patient Name

\_\_\_\_\_ Date



# Clinical forms (mandatory)



- ▶ Consent to Treat
- ▶ Consent to Treat a Minor Child (patient signature required)
- ▶ Non pregnant information (for x-rays)

- ▶ Exam
- ▶ Diagnosis
- ▶ Daily notes
- ▶ Treatment Plan
- ▶ X-Ray Report
- ▶ Daily Progress Forms (for patient to fill out)



**Clinical forms (mandatory)**

# Initial History Form

- Patient must complete form before the doctor sees the patient
- Front Desk responsible
- Thorough answers
- **REVIEW IT!**



# Computerized Notes

- Must be accurate
- Done timely
- Not SAME OLE SAME OLE



# You should document

- Use of more complicated codes
- Non compliance
- Referrals (whether patient goes or not)
- Consistent abbreviations
- Legible writing
- Timely



# Written Treatment Plans

## TREATMENT PLANS MUST INCLUDE

- ❑ Treatment goals
- ❑ Objective measures
- ❑ Recommended levels of care
  - ❑ Frequency
  - ❑ Duration

Must be in writing and not just oral



# TREATMENT PLAN

## Sample Treatment Plan

Make sure your treatment plan contains the documentation requirements

Available on nacatexas website

**PATIENT:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

\_\_\_\_ INITIAL PLAN \_\_\_\_ SUBSEQUENT PLAN (*Phase of Care* \_\_\_\_\_) Date of onset: \_\_\_\_\_

**DIAGNOSIS: 1.** \_\_\_\_\_ **2.** \_\_\_\_\_ **3.** \_\_\_\_\_ **4.** \_\_\_\_\_ **5.** \_\_\_\_\_ **6.** \_\_\_\_\_ **7.** \_\_\_\_\_ **8.** \_\_\_\_\_ **9.** \_\_\_\_\_ **10.** \_\_\_\_\_

**DAILY ACTIVITIES DISRUPTED:** \_\_\_\_\_

**TREATMENT:**

Adjust (98940-3): Regions C 1 2 3 4 5 6 7 T 1 2 3 4 5 6 7 8 9 10 11 12 L 1 2 3 4 5 S\_\_ P\_\_ \_\_\_\_\_ Xs \_\_\_\_\_  
Frequency and Duration

To Diagnosis: 1 2 3 4 5 6 7 8 9 10 (*circle appropriate corresponding diagnosis from above*)

Specific extremity region: \_\_\_\_\_  
rib, knee, ankle, wrist, shoulder etc.

**PHYSICAL MEDICINE:**

| Diagnosis: | Time: | Setting: | Description of 97110, 97112, 97140, or 97530 | Rationale |
|------------|-------|----------|--|-----------|
| 1. _____   | _____ | _____    | _____  | _____     |
| 2. _____   | _____ | _____    | _____  | _____     |
| 3. _____   | _____ | _____    | _____  | _____     |
| 4. _____   | _____ | _____    | _____  | _____     |

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**Frequency and Duration:** Mon. Tues. Wed. Thurs. Fri. Sat. "**Xs**" 1 2 3 4 weeks

**Complicating Factors:** \_\_\_\_\_

**Supplies given to the patient:** \_\_\_\_\_

**Diagnostic Tests Recommended:** \_\_\_\_\_

**Medical Records Requested From:** \_\_\_\_\_

**GOALS:**

Patient presented with \_\_\_\_\_ Pain Level. Anticipated Pain Level \_\_\_\_\_ in \_\_\_\_\_ weeks.

Measures used to Evaluate Treatment Effectiveness: \_\_\_\_\_

Patient presented with a \_\_\_\_\_ Range of Motion. Anticipated Range of Motion \_\_\_\_\_ in \_\_\_\_\_ weeks.

Measures used to Evaluate Treatment Effectiveness: \_\_\_\_\_

Score for the neck or back \_\_\_\_\_ index \_\_\_\_\_. Anticipated Score \_\_\_\_\_ in \_\_\_\_\_ weeks.

Disability Index used to Evaluate Treatment Effectiveness.

**Next Re-Evaluation:** \_\_\_\_\_ **Anticipated Release Date:** \_\_\_\_\_

**Treating Doctor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Print Doctor Name here

\_\_\_\_\_  
**Date:** \_\_\_\_\_

Patient's Signature

Clinic name address and phone

# TREATMENT PLAN

List all codes and symptom diagnosis

DAD – unable to bend over to tie shoes, not sleeping, needs assistance to walk

Circle what you will adjust and how many times a week for how many weeks

Circle days of the week and for how many weeks

**PATIENT:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

\_\_\_ INITIAL PLAN \_\_\_ SUBSEQUENT PLAN (*Phase of Care* \_\_\_) Date of onset: \_\_\_\_\_

**DIAGNOSIS:** 1. \_\_\_ 2. \_\_\_ 3. \_\_\_ 4. \_\_\_ 5. \_\_\_ 6. \_\_\_ 7. \_\_\_ 8. \_\_\_ 9. \_\_\_ 10. \_\_\_

**DAILY ACTIVITIES DISRUPTED:** \_\_\_\_\_

**TREATMENT:**

**Adjust (98940-3):** Regions C 1 2 3 4 5 6 7 T 1 2 3 4 5 6 7 8 9 10 11 12 L 1 2 3 4 5 S\_\_ P\_\_      **Xs**       
*Frequency and Duration*

**To Diagnosis:** 1 2 3 4 5 6 7 8 9 10 (*circle appropriate corresponding diagnosis from above*)

Specific extremity region: \_\_\_\_\_  
*rib, knee, ankle, wrist, shoulder etc.*

**PHYSICAL MEDICINE:**

| Diagnosis:           | Time:            | Setting:         | Description of 97110, 97112, 97140, or 97530 Rationale |
|----------------------|------------------|------------------|--|
| 1. _____             | _____            | _____            | _____  |
| 2. <b>Ultrasound</b> | <b>2 &amp; 4</b> | <b>15m 40mhz</b> | <b>reduce edema</b>                                    |
| 3. _____             | _____            | _____            | _____  |
| 4. _____             | _____            | _____            | _____  |

|    |                   |                  |                  |                     |
|----|-------------------|------------------|------------------|---------------------|
| 1. | _____             | _____            | _____            | _____               |
| 2. | <b>Ultrasound</b> | <b>2 &amp; 4</b> | <b>15m 40mhz</b> | <b>reduce edema</b> |
| 3. | _____             | _____            | _____            | _____               |
| 4. | _____             | _____            | _____            | _____               |

**Frequency and Duration:** Mon. Tues. Wed. Thurs. Fri. Sat. **“Xs”** 1 2 3 4 weeks



# TREATMENT PLAN

List factors that may complicate the patients recovery time

**Complicating Factors:** \_\_\_\_\_  
**Supplies given to the patient:** \_\_\_\_\_  
**Diagnostic Tests Recommended:** \_\_\_\_\_  
**Medical Records Requested From:** \_\_\_\_\_

**MUST** list Measures Used to Evaluate Treatment Effectiveness

**GOALS:**  
Patient presented with \_\_\_\_\_ Pain Level. Anticipated Pain Level \_\_\_\_\_ in \_\_\_\_\_ weeks.  
Measures used to Evaluate Treatment Effectiveness: \_\_\_\_\_  
Patient presented with a \_\_\_\_\_ Range of Motion. Anticipated Range of Motion \_\_\_\_\_ in \_\_\_\_\_ weeks.  
Measures used to Evaluate Treatment Effectiveness: \_\_\_\_\_  
Score for the neck or back \_\_\_\_\_ index \_\_\_\_\_. Anticipated Score \_\_\_\_\_ in \_\_\_\_\_ weeks.  
Disability Index used to Evaluate Treatment Effectiveness.

**Next Re-Evaluation:** \_\_\_\_\_ **Anticipated Release Date:** \_\_\_\_\_

**Treating Doctor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Print Doctor Name here*

\_\_\_\_\_  
**Date:** \_\_\_\_\_

*Patient's Signature*

*Clinic name address and phone*

# Coding

- Do NOT UP CODE
  - Billing a more complex and higher paid service than the one documented in the medical record
- Do NOT MISCODE
  - Bill for one service which is covered instead of the service you performed which is not



# Upcoding

- Can be HIPAA Violation
- Does not meet Medicare guidelines when records indicated a problem in one area of the spine which was examined, but treatment to several areas of spine
- Abuse of 98942 was greater than 80%
- 7% of billings have no documentation



# Common Record Keeping Mistakes

- ▶ Not documenting phone calls
- ▶ Charting only the abnormal
- ▶ Entries not signed
- ▶ Failure to document noncompliance
- ▶ Test results that do not have a clinical rationale, evidence of review by the doctor
- ▶ Failure to notify patient
- ▶ Insufficient information regarding home care



# Common Record Keeping Mistakes

- ▶ No note regarding informed consent
- ▶ No note regarding visiting doctor
- ▶ No documentation of patient education
- ▶ Failure to perform follow up exams
- ▶ Use of subjective language rather than objective
- ▶ Critical remarks about other providers
- ▶ Egotistical remarks

PERFECTION  
always  
starts with  
MISTAKES

- ▶ Contraindications to certain procedures or therapies buried in the record
- ▶ Records that don't change over a series of office visits
- ▶ Computer records that do not vary
- ▶ Making patients sicker than they are

## Common Recordkeeping Mistakes



# MUSCULOSKELETAL EXAMINATION

## CMS DOCUMENTATION REQUIREMENT

Level of Exam

Perform and Document

---

Problem Focused **99201/99212**

One to five elements identified by a bullet

---

Expanded Problem Focused **99202/99213**

At least six elements identified by a bullet

---

Detailed **99203/99214**

At least twelve elements identified by a bullet

---

Comprehensive **99204/99205/99215**

Perform **all** elements identified by a bullet; document every element in each box with a shaded boarder and at least **one** element in each box with an unshaded border.



# REQUIREMENT MUSCULOSKELETAL EXAMINATION

## Constitutional

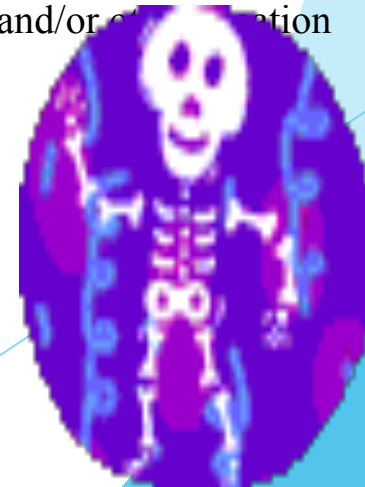
- Measurement of any three of the following seven vital signs: 1) sitting or standing blood pressure, 2) supine blood pressure, 3) pulse rate and regularity, 4) respiration, 5) temperature, 6) height, 7) weight (May be measured and recorded by ancillary staff)
- General appearance of patient (eg, development, nutrition, body habits, deformities, attention to grooming)

## Cardiovascular

- Examination of peripheral vascular system by observation (eg, swelling, varicosities) and palpation (eg, pulses, temperature, edema, tenderness)

## Lymphatic

- Palpation of lymph nodes in neck, axillae, groin and/or other location





# MUSCULOSKELETAL EXAMINATION

## CMS DOCUMENTATION REQUIREMENT

### Musculoskeletal

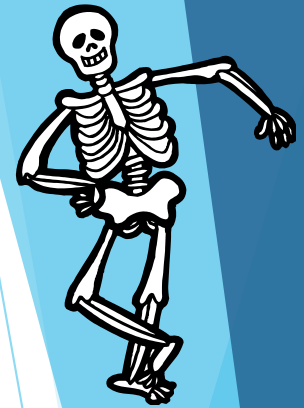
- Examination of gait and station
- Examination of joint(s), bone(s) and muscle(s)/tendon(s) of four of the following six areas: 1) head and neck; 2) spine, ribs and pelvis; 3) right upper extremity; 4) left upper extremity; 5) right lower extremity; and 6) left lower extremity. The examination of a given area includes:
  - Inspection, percussion and/or palpation with notation of any misalignment, asymmetry, crepitation, defects, tenderness, masses or effusions
  - Assessment of range of motion with notation of any pain (eg, straight leg raising), crepitation or contracture
  - Assessment of stability with notation of any dislocation (luxation), subluxation or laxity
  - Assessment of muscle strength and tone (eg, flaccid, cog wheel, spastic) with notation of any atrophy or abnormal movements

NOTE: For all the comprehensive level, the examination of all four anatomic areas must be performed and documented. For the three lower levels of examination, each body area is counted separately. For example, inspection and/or palpation of the skin and subcutaneous tissue of two extremities constitutes two elements.



# MUSCULOSKELETAL EXAMINATION

## CMS DOCUMENTATION REQUIREMENT



### Extremities

[See musculoskeletal and skin]

### Skin

- Inspection and/or palpation of skin and subcutaneous tissue (eg, scars, rashes, lesions, café-au-lait spots, ulcers) in four of the following six areas: 1) head and neck; 2) trunk; 3) right upper extremity; 4) left upper extremity; 5) right lower extremity; and 6) left lower extremity.

NOTE: For the comprehensive level, the examination of all four anatomic areas must be performed and documented. For the three lower levels of examination, each body area is counted separately. For example, inspection and/or palpation of the skin and subcutaneous tissue of two extremities constitutes two elements.

# MUSCULOSKELETAL EXAMINATION

## CMS DOCUMENTATION REQUIREMENT

Neurological/

Psychiatric

- Test coordination (eg, finger/nose, heel/knee/shin, rapid alternating movements in the upper and lower extremities, evaluation of fine motor coordination in young children)
- Examination of deep tendon reflexes and/or nerve stretch test with notation of pathological reflexes (eg, Babinski)
- Examination of sensation (eg, by touch, pin, vibration, proprioception)
- Orientation to time, place and person
- Mood and affect (eg, depression, anxiety, agitation)



# MUSCULOSKELETAL EXAMINATION

## CMS DOCUMENTATION REQUIREMENT

### Level of Exam

### Perform and Document

Problem Focused **99201/99212**

One to five elements identified by a bullet

Expanded Problem Focused **99202/99213**

At least six elements identified by a bullet

Detailed **99203/99214**

At least twelve elements identified by a bullet

Comprehensive **99204/99205/99215**

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# Questions

THANKS  
SO MUCH!  
YourSpaceNow.com

