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Compliance Hotline

Type:

<http://157.21.29.163/Compliance/>
and click on Hotline.

EVMS Medical Group Compliance concerns may also be sent to the EVMS Medical Group Compliance Office via phone, mail or e-mail.

Government Agency Contact

If contacted by a federal, state, or local government agency, the goals are to ensure that staff and providers know how to appropriately respond and to limit the potential liability to EVMS Medical Group that can arise due to inaccurate or incomplete disclosures. Some examples of government agencies who may contact one of our offices or present at the clinic include federal, state or local law enforcement, CMS, the OIG, and the DEA among others.

If a written request is received by mail, it should be forwarded to your supervisor as well as the EVMS Medical Group Compliance Office. Most of the time we will be required to forward the requested information however these requests should be carefully reviewed. If contacted by phone, record the following information:

- name
- title
- agency
- address and phone number
- nature of information requested

This information should be forwarded to both your supervisor and the EVMS Medical Group Compliance Office who will help determine if/what information will be released.

If an agent presents at your office or clinic, the first step would be to contact EVMS Police. EVMS Police will act as the liaison to the government agent and find an appropriate location outside of the clinical area to work with them on the requested information or documents. Your supervisor and the EVMS Medical Group Compliance Office should also be contacted after EVMS Police is en route. Agents must have proper identification available and most requested information will require a warrant, subpoena or court order. For further details, please consult the EVMS Medical Group Government Agency Contact policy and procedure which may be found at the link below:

Contact Us

EVMS Medical Group Compliance Office

4111 Monarch Way,
Suite 500
Norfolk, VA 23508
Phone 451-6200

Link to Policies & Forms:

http://www.evms.edu/patient_care/compliance_program/

James F. Lind, Jr.,
MBA
Compliance Officer

Privacy Office
Privacy Line 451-6298

Leanne Smith, CHC
Administrator

Laura Brower, CHC, CPC
Coding & Compliance Manager

Donita Lamarand, RN,
BSN, CPHRM
Director of Risk
Management

Andrea Willis, CPC, CPMA
Clinical Auditor

Compliance "Listserv"

Send an email to browerl@evms.edu to request to be added to the EVMS Medical Group Compliance "Listserv". Once you are subscribed, you will receive newsletters, information and training opportunity announcements directly.

Resident Documentation - Signatures

Much emphasis is placed on the Teaching Physician Guidelines and the requirement that the Teaching Physician attest to a resident's documentation by using "I" statements, making clear that he or she saw and evaluated the patient and either agrees with the resident's documentation or would like to make specific edits, and has participated in the management of the patient. Of course, the Teaching Physician must also include a **valid signature** to authenticate the document.

Just as the Teaching Physician must sign the documentation, so too must the resident or any other healthcare provider who is providing services and/or documenting in the medical record. Occasionally, and especially in the hospital setting, a resident will complete his or her portion of the note by stating name, title, program, and residency year. Although this information is appropriate to include, the resident must also add a valid electronic signature to the note. The above typed information does not constitute a signature. Please contact the EVMS Medical Group Compliance Office if there are any questions regarding resident and/or Teaching Physician documentation.

e-PHI Security Tip

When preparing a document to fax or scan all pages of the document should be checked to verify that other patient information is not inadvertently included. Occasionally papers are removed from a fax machine or printer and no check is done to make sure that other documents are not mixed in. This could lead to a breach or impermissible disclosure of patient information.

Lunch Discussion Session April

Topic: Best Practices for Protecting Patient Privacy

Who Should Attend: Anyone! This is a great session for managers as well as staff (or even providers). We will cover best practices at the front desk, in the exam room, and in all other areas of operations and take questions about how best to protect our patients' privacy in today's environment.

Date and Location:

Thursday, April 19th, 12-1:00 pm in HH 758

Please RSVP to Laura Brower at browerl@evms.edu or 451-6202 and feel free to bring your lunch!