

Records management

The availability of accurate and up-to-date data and records are vital for the safety of the people we care for and the safe and responsible running of our organisation. We only hold and maintain information about the business and our patients that is necessary for the efficient running of the practice and the effective provision of dental care.

This policy applies to all the information (hardcopy and digital) that we process, including personal information.

All members of the dental team (including temporary staff) understand and adhere to this policy. All staff received record management training during their induction and sign a copy of the confidentiality policy and data security policy.

The practice Confidentiality policy describes the need for all members of the dental team to keep patient information confidential and practice procedures for handling information about patients; it must be followed always. The arrangements for keeping information safe are described in the practice Data Protection policy, which includes the measures for physical and electronic security.

Retaining information

Information about the business and its patients is kept for no longer than required.

- **Patient records** are maintained and kept up to date while the individual remains a practice patient. When they cease to be a patient of the practice, their records are retained for a maximum of 11 years following their last visit to the practice or until age of 25, whichever is the longer.
- **Personnel and associate records** are maintained and kept up to date whilst the individual works at the practice as an employee or self-employed contractor. Following their departure from the practice their records are retained for three years from the date of leaving the practice, this is due to possibility of legal actions. Records relating to workplace accidents or injuries are retained indefinitely. Records for associates are kept for up to eight years. This is due to possibility of legal actions.
- **Financial records** are retained for at least six years.
- **Business records**, including contracts with suppliers, are retained for at least three years.

Purpose

The principal purpose of patient records is to record and communicate information about the individual and their care. The records provide an accurate, complete and

contemporaneous record and include the patient's information, oral health status, treatment options discussed, and the decisions taken. The principal purpose of staff records is to record employment details for payroll and business planning purposes.

To fulfil these purposes, we:

- Ensure documentation reflects the full range of care, that all care is person centred and that care records are viewable in chronological order
- Provide a clearly written treatment plan when more treatment than an examination is required and we ensure that records are maintained, updated, and shared with everyone involved
- Train staff on the creation and use of records (during induction) and encourage annual training on good record keeping
- Have procedures that enables patients and staff to have access to their records on request

All staff who record information (on any practice system and whether hardcopy or electronic) are responsible for ensuring that the information is accurate and is as complete as possible.

Correction of errors

Individuals have the right to access their personal data that we process and store and to request that inaccurate or incomplete records are rectified. Any team member may receive this request and all team members know to pass the request to the practice Data Protection Officer (DPO) Jade Harris. Where we have shared information with a third party, we will inform them of any rectifications (if appropriate).

We will respond to a request for rectification within one month and may request identifying documents. If the request is complex, we may extend this to two months and provide the individual with the reasons for the extension. If the individual claims that the record is incomplete, the individual should provide the supplementary information.

When assessing a request to rectify record, we will restrict further processing. If we refuse the request, we will provide a full explanation in writing within one month of the receiving the request and inform the individual of their right to complain to the ICO and seek a judicial remedy.

The data controller keeps a record of rectification requests and outcomes