

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency
HEALTHCARE QUICK REFERENCE GUIDE
Medical Records Maintenance



It is the policy of the Child and Family Services Agency (CFSA) to maintain the medical records of children and youth in its care according to prescribed CFSA standards. Medical records are generated in the Healthy Horizons Assessment Center (HHAC) and may be created by a nurse care manager (NCM). Medical records are stored in the HHAC. For purposes of this quick reference guide, the term “child” includes both infants and youth, as applicable.

Contact the CFSA Clinical and Health Services Administration (CHSA) On-Call Information Line at 202.498.8456, 24 hours per day, 7 days per week.

The Initial Medical Record

The initial medical record shall be developed by CHSA. The assigned social worker shall team with CHSA to ensure the following steps are taken for completion of the record:

1. Compile all current and historical healthcare and medical activities and information, including medication history.
2. Obtain signed consent forms from the child’s parents or legal guardians for the release of past medical records and medical history, if applicable. All consent forms (from the parents or the age-appropriate child) shall be contained in the medical record.
3. Request in writing health records from any known previous and current health care providers.
4. Verify health and medical activities of the child through the District of Columbia’s Department of Health Care Finance, Medicaid, public health records, and private providers.
5. Ensure all medically-related activities, including the initial medical screening information, are documented both in the child’s physical case record and in the medical screens in FACES.NET.
6. Once the development of the medical record is completed, the medical record is transported to the Medicaid Claiming Unit (MCU), for billing purposes. (If the medical record is unavailable in HHAC at the time of the request, it may be with MCU.)

Medical Section of the Official Case Record

1. The social worker shall insert all collected medical history information in chronological order in the official case record.
2. The medical section shall also include all forms or documentation pertaining to the release of confidential medical information.
3. The child’s social worker shall collaborate with CHSA to gather the following information to file in the case record:
 - a. Birth history
 - b. Developmental history
 - c. Previous and current health providers

- d. Insurance carrier
 - e. Diagnoses and major treatment
 - f. History of hospitalization
 - g. Any known drug or other allergies
4. The assigned social worker shall ensure that the same health and medical information is contained in both the medical section of the official case record and the medical records at the HHAC
 5. The social worker shall document all medical information in FACES.NET.

Access to Medical Records and Medical Information

1. The CHSA administrators and managers, CFSA nurse practitioners, medical assistants, and medical records technicians shall all have round-the-clock access to the medical records of children in CFSA care.
2. CFSA and private agency staff members who are assigned case management responsibilities shall have access to the information contained in the child's medical record.
 - a. Excluding reproductive health information for youth 18 and above, access to the information contained in the child's medical record shall also be available to the parents or legal guardians of minor children (i.e., under the age of 18), as well as the child's medical and mental health providers.
 - b. Certain medical information may also be available to the age-appropriate child who is the subject of the health information, if it is clinically appropriate for the medical information to be shared.

Confidentiality and Medical Information

1. CFSA ensures that medical records of children in care are kept confidential and protected from public or unauthorized disclosure.
2. Information contained in the medical records may only be released in accordance with federal and District privacy and confidentiality laws and regulations (see CFSA's policy on [Confidentiality](#)) and the Health Insurance Portability and Accountability Act.

To read this online policy in its entirety, click on [Medical Records Maintenance](#) or visit CFSA's online policy manual at <http://cfsa.dc.gov/>.