

# Indian Health Service

## Best Practice on Avoiding Duplicate Charts in the Electronic Health Record

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# Why Avoiding Duplicate Charts Matters?

- Duplicate charts lead to medical errors, delayed treatment, and patient safety risks.
- They create inefficiencies for registration, billing, and reporting teams.
- Maintaining a single, accurate health record ensures continuity of care and compliance with federal regulations.

# Common Causes of Duplicate Records

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- Inconsistent data entry at registration
- Typos or misspelled names
- Missing or incorrect date of birth or Social Security numbers
- Re-registration due to a lack of proper patient look-up
- System access limitations or user permissions

# Key Identifiers to Verify During Registration

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- Full legal name (including aliases or maiden name)
- Date and place of birth
- Mother's maiden name
- Social Security number
- Supporting documents: Birth Certificate, Social Security card, Certificate of Indian Blood (when available)

# Tools to Detect Duplicates in RPMS

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## Resource Patient Management System (RPMS):

- Use Scan (SCA) and Potential Duplicate Patient (PDP) reports weekly to identify duplicates.
- BPRM (Practice Management Application) helps verify active or inactive charts before creating new ones
- Local sites may utilize either the Master Patient Index and Master Control Log, as applicable, to maintain consistent and accurate patient information across the system.



# HIM Collaboration and Oversight

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- Always consult HIM before creating a new Health Record Number (HRN)
- HIM determines which HRN is primary and manages the merge process
- Staff must coordinate with HIM, Registration, Business Office, and IT to ensure accurate medical records are transferred.



# Best Practices for Preventing Duplicates

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- Verify Identity using at least two identifiers before creating new charts
- Regularly run duplicate reports in RPMS
- Train registration staff on verification protocols
- Communicate with HIM before assigning new HRNs
- Temporary charts may be used, when necessary, specifically when a new patient is scheduled and not registered yet.



## Managing Detected Duplicates (Simplified)

Flag both records for review

Notify HIM for determination and merging.

HIM will consolidate data, ensuring proper transfer of lab, pharmacy, and other medical information.

Cancel any appointments under duplicate HRNs and reassign to the primary record.

# Sustaining Data Integrity

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1

Conduct monthly audits of duplicate report logs.

2

Track duplicate HRN resolutions for performance metrics.

3

Use findings to improve training and registration workflows.

4

Promote a “Single Patient Record”, culture organization- wide.

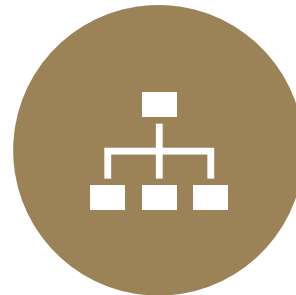
# Key Takeaways



PREVENTION STARTS WITH  
ACCURATE DATA ENTRY.



USE RPMS TOOLS EFFECTIVELY.



HIM SERVES AS THE FINAL  
AUTHORITY FOR CHART  
VALIDATION AND MARGINING.



COLLABORATION ENSURES  
ACCURACY, COMPLIANCE, AND  
PATIENT SAFETY.

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