Policy:

a. Amendment is the formal and deliberate addition of documentation or material to make the original documentation more complete and thereby more accurate.
b. Requests for correction or amendment are submitted in writing and include a reason to support the request.
c. Clients or personal representatives have the right to request that CAPS correct or amend PHI about the client that is about the client contained in CAPS records.
d. Requests for corrections or amendments (i.e., altering documentation), with which the author of the documentation agrees, should simply be completed by the author, using approved error-correction procedures.
e. CAPS must act within 60 days after receiving a client’s written request for a correction or amendment.
f. CAPS may deny a client’s request for correction or amendment if it is determined that the PHI:
   i. Was not created by CAPS, unless the client provides reasonable evidence that the originator of the PHI is no longer available to act on the request.
   ii. Is not part of CAPS records.
   iii. Would not be available for inspection under the right to access; or is accurate and complete.
g. If a request for correction or amendment is granted and carried out, the original request form with documented response should be filed in the client’s health record.
h. For corrections of original material:
   i. The author should use approved error-correction techniques to make the correction.
   ii. If the author is no longer available, the client’s current mental health provider may make a new entry to clarify or amend the incorrect information. No previous entry may be obliterated, removed or destroyed.
   iii. If the correction is part of a transcribed report, add a note to the electronic report to indicate that a correction has been made.

i. For adding new material to the health record, a supervisor or other designated person should:
   i. Add the amendment or additional material to or near the part of the designated record set that is affected or provide a link (by whatever method is most appropriate) to the location of the amendment.
   ii. Attach the amendment to the record in such a way that it will accompany any future disclosures of the PHI that was amended.

j. See FS 164.525 (Right to Request an Amendment).