Records Amendment Request Policy

Policy:

Amendment is the formal and deliberate addition of documentation or material to make the original documentation more complete and thereby more accurate.

I. Requests for correction or amendment are submitted in writing and include a reason to support the request. Clients or personal representatives have the right to request CAPS correct or amend Protected Health Information (PHI) about the client that is contained in CAPS’ records.
   a. Requests for corrections or amendments, with which the author of the documentation agrees, should simply be completed by the author, using approved error correction procedures.

II. CAPS must act within 60 days after receiving a client’s written request for a correction or amendment.

III. CAPS may deny a client’s request if it is determined that the PHI 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), is not part of CAPS’ records, or would not be available for inspection under the right to access; or is accurate and complete.

IV. If the request is granted and carried out, the original request form with the documented response shall be included in the client’s record.