



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

TRANSFER OF OWNERSHIP

Purpose: To establish a defined process for transfer of ownership of a patient to ensure the patient's medical history is available for the continuity of care.

- I. Change of ownership of a patient does not automatically include transfer of previous medical record information. In order for a new owner to obtain copies of previous medical records, the KSU-VHC Transfer of Ownership form must be completed and signed by both the previous and new owner. If a patient is transferred multiple times, only the current owner must sign the Transfer of Ownership form. An Adoption form must be completed and approved by the Hospital Director prior to transfer of medical record information for donated animals proposed for adoption.
- II. It is the responsibility of the client to obtain required signatures. It is the responsibility of desk and/or medical record personnel to effectively explain the transfer policy and provide the Transfer of Ownership form to the client.
- III. When individuals call in requesting a patient be transferred to a different account (divorce, married, separation), they should be advised that we require the signed Change of Ownership form before we can actually transfer the medical record information. Ideally, they should get the form completed and returned to the VHC prior to scheduling an appointment for the patient.
- IV. When clients call to schedule an appointment and then realize they need to have the patient transferred, desk personnel should explain the Transfer of Ownership protocol and send the appropriate form to them for completion prior to presenting for their appointment. If they do not provide the completed signed form, the patient will be registered under the new owner and assigned a new medical record number. Prior medical history will not be transferred.
- V. There may be instances in which medical record/desk personnel find it easier to make a phone call to the previous owner and obtain phone consent for the patient to be transferred to the new owner. In these cases, medical record/desk personnel must document the date/time of the conversation, the name of the individual they spoke to consenting to transfer, and sign their name on the Transfer of Ownership form. (Example: 9/23/03, 1:00 P.M. phone consent received from John Doe to transfer Cuddles to Sue Smith/R. Berggren). Only VHC medical record/desk personnel are authorized to obtain phone consent from the previous owner.
- VI. VHC personnel will not provide previous registration information or medical history to a new owner without the written consent of the previous owner.
- VII. Questions or unique situations should be directed to the Client Services Manager for evaluation and resolution.