

**VETERINARY HEALTH CENTER at KANSAS STATE UNIVERSITY  
OFFICIAL PROTOCOL**

**MEDICAL RECORDS ACCESS AND CONFIDENTIALITY**

**ACCESS**

VHC protocol requires records be checked out through Medical Records except after hours (see below). During business hours, please see Medical Records personnel so the record can be checked out in VetStar tracking. Records must be returned within two weeks. Records must remain in the VHC and be accessible to the VHC (that is, clinicians may keep records in their office but Medical Record personnel must be able to enter their office and retrieve the record if the clinician is not available.)

After Hours

The Medical Records Service is locked at 6:00 P.M. each evening to protect confidentiality of client/patient records. A key may be checked out of either the SA or LA Cubex machine to gain access. All records removed from Medical Records after hours must be signed out on the log in the Medical Records window so the record location information can be entered in tracking the next business day. It is very important that the room be relocked immediately and the key be returned to Cubex as soon as possible so it is available to others who may need access.

**CONFIDENTIALITY**

Patient records are confidential and the property of the VHC. They are not to be copied or removed from the VHC without authorization from the Hospital Director. Patient records are not to be shown to clients. The only exception is when the senior clinician is using the record to discuss the case with the client.

**APPROVED** 12/09/2014  
**REVIEWED** 02/27/2019