On The Line: Professional Practice Solutions...

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by Harry Rhodes, MBA, RRA, HIM practice manager

Q: I have been asked to head up a committee assigned the task of selecting the hardware and software applications that are to become the platform for our organization's computerized medical record (CPR). Our committee is composed of representatives of all the "end users" of the CPR. The vastness and complexity of this project became apparent at our first meeting. Many of the committee members are already feeling overwhelmed and frustrated, and we haven't even begun the selection process. I am looking for a tool that will help my committee visualize the selection process. At a glance they should be able to see all of the desired and absolute system attributes and how each vendor compares in each of the areas.

Q: From time to time our facility receives patient complaint letters. We all agree that it is important to keep patient complaint letters on file even after the issue has been resolved. However, our staff is unable to agree on the best location to file these letters. One suggestion made was to file the complaint letter in the patient's medical record. Is the medical record the best location to file patient complaint letters?

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