

Plan of Correction: Communication Plan for NorthCare Network

The following statement will be posted on the following websites:

By 5:00 PM on January 23, 2009:

- NorthCare Network

By 5:00 PM on January 30, 2009:

- Copper Country Community Mental Health
- Gogebic Community Mental Health
- Hiawatha Behavioral Health
- Northpointe Behavioral Health Care Systems
- Pathways Community Mental Health

An Electronic Health Record was implemented by Pathways Community Mental Health and regional Emergency Services Staff on October 1, 2008. Copper Country Community Mental Health, Gogebic Community Mental Health, Hiawatha Behavioral Health and Northpointe Behavioral Health Care Systems are scheduled to begin using an Electronic Health Record in its entirety on October 1, 2009.

Historically, required documentation regarding a person's care has been reported and filed in paper format. Moving to an Electronic Record requires all documentation regarding a person's care is recorded and maintained in electronic format. All requirements for confidentiality apply to the record, whether it is paper or electronic.

As with any new endeavor, the move to the electronic record has had its challenges. On October 1, 2008 *Pathways experienced growing pains with the Electronic Health Record. Emergency Service workers had the ability to see information beyond their scope of care. This issue was addressed and resolved on October 2, 2008. If you are concerned that your records were improperly accessed during October 1, 2008, contact the Privacy Officer, Mary Swift, at 1-888-728-4929.*

One benefit of the Electronic Health Record is to eliminate the duplication of forms consumers of Community Mental Health are repeatedly asked to fill out. NorthCare is excited that this endeavor will simplify the record keeping process across the Upper Peninsula.