Mock Survey Questions

Information Management (IM)

• Where are employee EAP and health records stored? Is the area where records are stored accessible by the public or non-healthcare personnel? If so, how do you ensure the safety and security of the records?
  
  [NOTE: Records need to be secured behind at least two locks (including locked cabinet, locked records room door, controlled access to the clinic/office, or controlled access to the building.)]

• What method of filing is used for employee health records/EAP records?
  
  o At FOH, we use alphabetical order based on last name.

• How do we handle “lost records”?
  
  o What do you do when you can’t find a record? Do you still provide services?

• How long are employee EAP and health records retained?

• How does FOH retire employee EAP or health records?

• Who has access to employee EAP and health records?

• Explain the process for releasing employee EAP or health records to an employee or employee representative?

• If a non-health care worker (example: the agency POC) comes to the clinic and asks for an employee health record, what would you tell her or him?

• If the highest ranking agency leader requests an employee health record, what would you tell her or him?

• Can providers keep records in their office overnight?

• How do we manage interruptions when accessing the employee EAP or health record?
  
  o Do we close or cover the record?

• Do employee EAP and health records contain standard (uniform) forms?
  
  o Do we ever modify forms?
  
  o What is the process for making modifications to forms?
    
    [NOTE: FOH has a forms committee that must approve all modifications to forms.]

• Do employee health records contain standard terminology, abbreviations, acronyms, etc.?

• Do we operate using a “do not use” list of abbreviations?

• Are we documenting employee health information anywhere other than the employee’s health record? (For example, are test results documented any place other than the employee health record?)