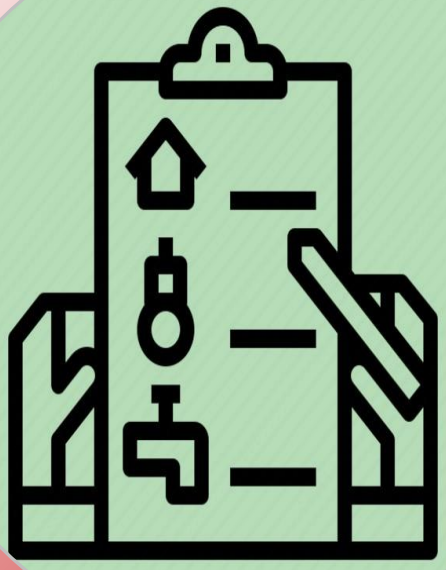
OHSC

Office of Health Standards Compliance

Ensuring quality and safety in health care

Regulatory Central Hospital Inspection Tool v1.0



Medical Records_Storage and Archives

Facility: Date:

- **Tool Name:** Regulatory Central Hospital Inspection Tool v1.0
  HEs Type: Hospitals
- **Sector:** Public
- **Specialization:** Central
- **Created By:** Health Standards Development and Training

36 Medical Records_ Storage And Archives

Domain 36.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 36.2.1 6 User health records and management.

Standard 36.2.1.1 6(1) The health establishment must ensure that health records of health care users are protected, managed and kept confidential in line with section 14, 15 and 17 of the Act.

Criterion 36.2.1.1.1 6(2)(a) The health establishment must have a health record filing, archiving, disposing, storage and retrieval system which complies with the law.

36.2.1.1.1.1 Health care personnel have received training in the management of health records.

Assessment type: Document - **Risk rating:** Essential measure

Documented evidence of training for the previous twelve months is required, this could include but not limited to training certificates for external training attended or attendance registers for in-house training. Documentation must confirm the aspects of records management covered by the training. Score 1 if the documented evidence of training is available and 0 if not available. Score not applicable where there have been no new/revised records management guidelines or newly appointed health care personnel in the previous twelve months.

Score	Comment

Aspects	Score	Comment
1. Accessing of user records		
2. Requests for user records		
3. Retrieval of user records		
4. Tracking of user records		
5. Filing of user records		
6. Storage of user records		
7. Archiving of records		
8. Disposal of records		

Criterion 36.2.1.1.2 6(2)(c) The health establishment must secure health records with appropriate security control measures in the records storage area and in the clinical service area in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

36.2.1.1.2.1 The health records storage and archive areas comply with the requirements listed below.

Assessment type: Observation - **Risk rating:** Vital measure

Inspect the room or area used to store health records and archives to verify whether it complies with the requirements listed below. Score 1 if compliant and 0 if not compliant. Score not applicable where no physical records are kept.

Aspects	Score	Comment
1. Access control measures are in place. Explanatory note: This includes but is not limited to a functional lockable security gate, strong room door, access-controlled door or closed-circuit television.		
2. “No unauthorised entry” sign on door to records storage area		
3. Storage area has shelves or cabinets		
4. Aisles and shelves are labelled.		
5. Storage area has counter and/or sorting table		
6. Functional electric lighting		
7. Storage area is kept clean and dust free		

OHSC
Office of Health Standards Compliance
Ensuring quality and safety in health care

Official Sign-Off

The National Health Act, 2003 (Act No. 61 of 2003) provides for quality requirements and standards in respect of health services provided by health establishments to the public. The main objective is to promote and protect the health and safety of the users of health services and contribute to improved outcomes and improved population health. To achieve this mandate standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for Central Hospitals.

Acknowledgments

The Office of Health Standards Compliance wishes to extend heartfelt acknowledgment and gratitude to the following: who have contributed to the development of the Regulatory Central Hospital Inspection Tools version 1.0.

- Health Standards Development and Training unit team (Ms. Izelle Loots, Mr. Jabu Nkambule, Ms. Busisiwe Mashinini, Ms. Derelene Hans, Ms Charlote Ndlovu and Ms. Andiswa Mafilika) for the development of the Central Hospital inspection tools.
- The internal OHSC teams (Compliance Inspectorate, for their contribution during the development and piloting of the Central Hospital inspection tools).
- National Department of Health for their input and comments on the inspection tools during the consultation phase.
- The Provincial Departments of Health for their input and comments during the consultation phase.

It is hereby certified that the Regulatory Central Hospital Inspection Tools version 1.0 was developed by the Office of Health Standards Compliance.

SIGNATURE:
MS. WINNIE MOLEKO
EXECUTIVE MANAGER: HEALTH STANDARDS, DEVELOPMENT ANALYSIS AND SUPPORT
DATE: 10/05/2024

SIGNATURE:
DR MATHABO MATHEBULA
CHIEF OPERATIONS OFFICER: OHSC
DATE: 10/05/2024

SIGNATURE:
DR SIPHIWE MNDAWENI
CHIEF EXECUTIVE OFFICER: OHSC
DATE: 10/05/2024

Telephone: 012 942 7700
Email: admin@ohsc.org.za
Website: www.ohsc.org.za

Physical address:
The Office of Health Standards Compliance,
79 Steve Biko Road,
Prinshof,
Pretoria
0084

Postal Address:
Private Bag X21
Arcadia
0007

ISBN:
978-0-620-90157-4