

## Records Management

### Lost & Stolen Health Records Procedure

#### 1. OPERATIONAL PROCEDURE

**1.1** In the event of health records being lost or stolen from NHS premises and/or other locations, the following procedure must be followed:

**1.1.2** As soon as the records are discovered to be lost, the Line Manager must be informed. A thorough search must then be instigated of all offices, wards, clinics etc. The electronic and/or manual tracking systems must be investigated by the Manager and attempts made to trace back to where and when the records were last available.

**1.1.3** Where exhaustive searches fail to find the record(s) it will be considered lost/stolen. The Line Manager must complete an Incident Reporting Form via Datix and forward in accordance with instructions.

**1.1.4** The Line Manager must report those records deemed lost to the Clinical Administration Manager, who must then inform the relevant Director.

**1.1.5** The Clinical Administration Manager will inform the Director of Public Health (Caldicott Guardian) of the loss.

**1.1.6** The Clinical Administration Manager must keep a register of all lost or stolen records reported to him/her. This register will be regularly collated into a central register by the Data Protection Officer

**1.1.7** The Clinical Administration Manager alerts relevant staff and departments involved in patient care that the records are lost and asked to be vigilant until they are returned.

**1.1.8** In order to facilitate patient care meantime, a duplicate health record must be authorised by the relevant Manager. This must contain all referrals, reports, clinical letters, investigations and results held electronically or available from the patient's GP, Dentist, and Optometrist etc.

**1.2** Where staff consider a health record has been lost outwith NHS Orkney premises, they must immediately search the relevant areas. If the health record is not found, then the procedure must follow that of the steps above.

**1.3** Where staff witness or consider a health record(s) has been stolen, they must immediately inform their Manager who must inform Clinical Administration Manager, NHS Orkney.

**1.3.1** The Clinical Administration Manager NHS Orkney will then inform the relevant Director and Director of Public Health who has responsibility for informing the police and the ICO.

**1.3.2** When informing the police, those responsible will report the following:

- Type and quantity of records lost or stolen
- Date and time of loss or theft
- Where the loss/theft occurred

**1.3.3** An Incident Report via Datix must be completed by the relevant Manager in accordance with NHS Orkney's Incident Management Policy detailing whether the record(s) is lost or stolen and forwarded in accordance with instructions.

## **2. FOUND/RECOVERED RECORDS**

**2.1** Staff finding a record must inform their Line Manager in the first instance.

**2.1.2** The Line Manager must then inform the Clinical Administration Manager who will update the register of lost or stolen health records. Arrangements must then be made by him/her for the records to be merged together and duplicate record shredded.

**2.1.3** Relevant staff must then be informed that the health record(s) is no longer lost or stolen. This will include Director of Public Health and the Director of the service

**2.1.4** Where health records have been reported lost or stolen to the police, the Director of Public Health, NHS Orkney must advise police and other persons/authorities of their recovery.