



NURSING & HOMEMAKERS INC.

www.nhihealthcare.com 416-754-0700 1-800-567-6877

Records Management

NHI ensures the accuracy and timely completion of all Client records. NHI maintains records related to business operation and service delivery in accordance with government legislation, contractual obligations and accepted professional standards.

The records management system ensures:

1. access
2. confidentiality
3. security
4. storage and destruction of records.
 - A client services record is maintained for each client who has been referred for and/or provided with service that reflects the provision of services
 - Staffs are knowledgeable of NHI's charting requirements
 - The care rendered is reflected in the documentation
 - In home/on-site records are completed upon each visit by the NHI staff. Our supervisors will make visits from time to time as a matter of policy
 - Our internal office records process ensures that: our Human Resources supervisor will submit all applicants for approval to a committee, and all references are verified, with original documentation of certificated and other government approved photo I.D.



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All human resources records are maintained on each employee, which includes:

- Evidence of certificate
- Legal status to work
- Application
- References
- Qualifications
- Work history
- Performance appraisals
- Criminal Record Check (where applicable)
- Medical Certificate

NHI creates for each Client a record, and this will contain all identifiable Client data relevant to the Service delivery.

Most of the Client information will be stored electronically and is subject to the right to Privacy Act and all other applicable laws relating to storing electronically. NHI have policies and procedures in place should in case the Client's health record is stolen electronically. Generally NHI has a backup of information.

Client information that is no longer relevant is deleted from the electronic storage.

NHI will maintain Clients records for up to seven (7) years from the date of discharge, unless changed by legislation



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