

COPY



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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May 13, 2011

Greg Maurer, Administrator
Trinity Mountain Family Practice
465 McKenna Drive
Mountain Home, ID 83647

Provider #133999

Dear Mr. Maurer:

On **May 10, 2011**, a complaint survey was conducted at Trinity Mountain Family Practice. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004986

Allegation #1: The clinic failed to release medical records upon patient request.

Findings #1: An unannounced complaint survey was conducted on 5/10/11. Clinical records, facility policies, and staff interviews and observations were conducted.

Ten records of patients who had requested copies of their medical records over the last 12 months were reviewed. All records contained signed release of information forms.

One record's release of information form was received by the clinic on 7/13/10 and documented that it was copied on 7/14/10.

The Health Records Specialist demonstrated the process of copying medical records after receiving a signed release of information form. Upon receipt of the signed release of information form, the Health Records Specialist would copy the requested portions of the record. She would then call the requestor to inform them the copied record was ready to be picked up.

The signed release of information form was then placed in that patient's chart with the date of

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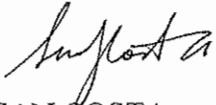
when the record was copied and initials of the copier.

It could not be determined the facility failed to release medical records upon patient request, therefore the allegation was unsubstantiated.

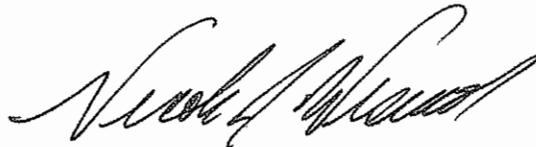
Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



SUSAN COSTA
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

SC/srm