



# **West Virginia Board of Veterinary Medicine**

**2022 Record Keeping Training  
&  
Hot Topics**

# Common Errors Found in Medical Records

## Illegible handwritten entries:

- Difficult and confusing to follow your treatment plan
- Increasing the risk of medical errors

## Client acknowledgment:

- Not having signed or documented estimates for procedures
- Not documenting services declined
- Not documenting medications declined
- Failing to provide discharge instructions in writing
- Failing to confirm that consent forms have been signed by the client

# Common Errors Found in Medical Records cont.

## Pre-surgical Exam Not Documented:

A pre-surgical assessment must be done within 12 hours prior to the administration of an anesthetic, and the results of this examination shall be noted in the patient's medical record.

- Pre-surgical assessment
- The person performing pre-surgical assessment
- Detailed anesthesia report

## Surgical Notes Not Documented:

- Sedation drugs
- Surgical notes
- Suture type notes
- Medication
- Post-surgical monitoring
- Post care instructions
- Detailed surgical report



# Additional Errors Found in Medical Records

Physical exams not entered

Immunization records not entered

Prior medical history not entered

# Anesthesia Monitoring

- Shall be monitored while the patient is under general anesthesia.
  - Monitored continuously
  - Recorded at least every 15 minutes
- Shall not be released from veterinary supervision until it is **responsive and recovered from anesthesia.**
  - Fully Awake
  - Ambulatory (if ambulatory before surgery)
  - Maintain Body Temperature
  - Able to Swallow
- If the client demands to take the animal home against the veterinarian's advice and judgement:
  - The client should sign a release form stating:
    - The client has been advised not to leave with the animal
    - The client realizes the risks involved
    - The client is taking the animal against the advice of the veterinarian



# Release of Medical Records

The Board may discipline a licensee failing to follow this law.

Disclosure of records are prohibited unless the client has provided written or documented verbal consent.

- Unless by court order, subpoena, or compliance with law to protect the animal or public health.

A veterinarian shall provide a client medical record within 30 days of request.

Medical records must be released to a client even if a bill is owed.

# Prescription Requests

**Shall honor a client's request for a prescription in lieu of dispensing**

- Can charge for writing a prescription
- Cannot refuse a different pharmacy

# Telehealth – Effective June 8, 2022

- Personal examination is a **face to face, in person**, examination
- Occurs where the patient is located
- A veterinarian-client-patient relationship is required
  - Shall perform an in-person exam within the 12 months prior and
  - At least every 12 months thereafter
  - In the event of an imminent, life-threatening emergency:
    - Telehealth services can be performed without an existing VCPR or
    - Without an in-person visit within 12 months.
- The standard of care shall be the same as for in-person care.





# Telehealth Continued

Must ensure that the client is aware of:

- The veterinarian's identity, location, license number, and licensure status

Provide to the client a clear mechanism to:

- Access, supplement, and amend client-provided contact information and health information about the patient;
- Register complaints with the Board;
- Provide consent for the use of telemedicine

Patient medical records must meet the same requirements as in person visit

Shall not prescribe any controlled substance listed in Schedule II

# Inspections – Frequent Deficiencies

License and facility permits not posted

Abandoned Animal Notice not posted

No isolation room

\*Controlled substance register missing required fields

\*Label missing required fields

Surgery room not solely used for surgery

Peeling paint in kennels

\*DEA Biennial inventory not completed

Radiology health certificate expired

Not using a reverse distributor

\*The veterinary facility inspection form and templates can be found on our website

# Controlled Substance Reverse Distributor

- Must use a DEA Approved Vendor
- The Board has provided a handout for vendors that accept mail in

## X-Rays

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All radiation equipment used in WV must be registered with the state of WV.

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The equipment application registration can be found on our website.

## Change of Veterinarian in Charge

Upon any change in veterinarian-in-charge, these procedures shall be followed:

Responsible for the establishment and the stock of controlled substances until a new veterinarian-in-charge is registered.

An application for a new permit naming a new veterinarian-in-charge shall be filed as soon as possible but no more than 10 days after the change.

# New Owner of a Facility

## **Notification to the Board**

- The new owner shall notify the Board within 5 days of such purchase
- Facility Inspection
- Failure to comply could result in a disciplinary action

## **Veterinarian in Charge**

- DEA initial inventory of all Schedule II-V drugs on-hand.
- They shall date and sign the inventory and maintain it on premises for three years.

# Practice is Closing

Clients shall be notified a minimum of 4 weeks prior to closing or moving as to how they may acquire a copy of their animal's medical records.

Records must be made available at convenient times and accessible locations for a period of no less than 1 month.

The veterinarian-in-charge registered with the Board is responsible for the establishment and the stock of controlled substances.

# CE Audits

## ANNUAL VETERINARIAN AND RVT CE AUDITS COMPLIANCE – 90%

In February 2022, we conducted a random CE audit of 10% of the Veterinarians and RVTs

8 veterinarians and 2 RVTs were non-compliant which resulted in Board initiated Complaints and Disciplinary Consent Agreements.

### **Most common non-compliance:**

- Not enough scientific, laboratory, regulatory, and medical record keeping
- Not RACE or WV Board approved
- No proof of attendance



# CE Audits Frequent Questions



**How many hours can be online?** Any or all the hours can be done online.

**What are the Board approved CE programs?** Provided online.

**How many CEs are required?**

**Veterinarians:**

**18 WV Board approved CE hours** in the field of veterinary medicine.

- A minimum of 14 hours related to the practice of veterinary medicine to include scientific, laboratory, regulatory, and medical record keeping.
- No more than 4 hours shall be related to practice management.

**Registered Veterinary Technicians:**

**8 WV Board approved CE hours** in the field of veterinary medicine.

- A minimum of 4 hours related to the practice of veterinary medicine to include scientific, laboratory, regulatory, and medical record keeping
- No more than 4 hours shall be related to practice management

**Can I get a CE extension?** Yes, if it's due to a medical issue, a CE hardship extension can be requested to the Board no later than December 15.

**Can hours be carried over?** No hours shall be accumulated, carried forward, or held over past the calendar year in which the hours were completed.

**Can we claim listening to audio or reading journals?** No

# QUESTIONS?



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