

Out of Hours Procedure for Obtaining Medical Records

If a member of staff require an urgent set of patient medical notes out of office hours and on weekends please following the procedures below:-

If the casenote number is already known then it may be possible to obtain the medical notes by asking the Hospital Porter to open up the Medical Records Dept and find the notes on the racks. This will be only possible if the casenote number starts with a 'G'

All notes starting with a 'G' number (i.e. G56568) are Gosport files and should be found on the main racks. These are in numerical order and the files are labelled at the ends of each rack to help you find your way around.

Notes starting with a 'Q' or 'S' number are files belonging to Queen Alexandra Hospital and St Mary's Hospital. These notes will not normally be stored in Gosport Medical Records unless the patient has been in hospital here or seen in Outpatients within the last week or so. All S and Q numbers are sent back to QAH Medical Records soon after discharge. It may be necessary to telephone the main hospitals medical records at QAH to obtain the notes from them direct.

**The out of hours bleep number at Queen Alexandra Hospital is BLEEP 834.
There is an all night telephone number in QA Medical Records Department
023 92286359**

If a set of notes is found in the files then it will be necessary to find the yellow tracer in the front of the notes and mark down the date and where the notes have been taken to. If a yellow tracer card cannot be found then please make sure that a note of the patient or a label is left for the medical records staff to update where the notes have gone to. (This is a very important step as there is no other way of keeping track of the movement of patient records).

If the patient's notes are not in the numerical place on the rack and only a yellow tracer card is left, it will say on the tracer card where the notes are and the date they were removed.


If it is urgent and records are needed - telephone the staff below and they may be able to help you track them down.

Beverly Townend	01329 511713
Barbara Newman	023 92526873 (ex directory)

Please Note if you do not get an answer from the first person on list then telephone the next number do not leave a message on the answerphone this person may be away on leave.

There is a floor plan on the wall (left hand side) in Medical Records to help you find your way around.

The requesting hospital must arrange transportation by taxi.



Copy for
Fiona

Medical Records Department Guidelines to Floor plan

Main Records Store

Racks 1 - 9 contain 'G' casenotes from G54508 - G100, -----→

These racks are labelled at the end of each rack.

The numbers run in the direction of the arrows on the floor plan.

'G' numbers G0605 - G54499 are in the 'Old Library' in numerical order. See below.

A small number of 'S' and 'Q' numbers are kept on the shelves .
These may be found at the end of Rack 4. See floor plan.

The Old Library

The 'Old Library' cupboard is just outside the main Med / Recs door on the left as shown on the plan. The key is hanging on a hook left of the medical records door. This door should always be locked. Don't forget to fill out the tracer card when you take a set of notes away.

Other Helpful Information

If a patients notes are booked out to a clinic at GWMH the notes may be found in the clinic boxes on the shelves as marked on plan.

Also look in the rough filing bay for notes waiting to be filed.

FLOOR PLAN OF MEDICAL RECORDS

