# Territory Records (Records Disposal Schedule – Patient Services Administration Records) Approval 2013 (No 1)

Notifiable instrument NI2013-590

made under the

Territory Records Act 2002, s 19 (Approval of schedules for the disposal of records)

#### 1. Name of Instrument

This instrument is the Territory Records (Records Disposal Schedule – Patient Services Administration Records) Approval 2013 (No 1)

#### 2. Approval

I approve the Records Disposal Schedule – Patient Services Administration Records.

#### 3. Commencement

This instrument commences on the day after notification.

#### 4. Revocation

I revoke Notifiable Instrument:

NI2009-210 notified 7 May 2009.

Danielle Wickman
Director of Territory Records
19 December 2013



# **Records Disposal Schedule**

#### **Patient Services Administration Records**

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#### INTRODUCTION

The *Records Disposal Schedule – Property Management Records* is the official authority for the disposal of these ACT Government records.

It is one of a series of Whole of Government Records Disposal Schedules authorised by the Director of Territory Records in accordance with the provisions of the *Territory Records Act* 2002. It is used in conjunction with other Territory Records Disposal Schedules.

#### **PURPOSE**

The purpose of this Records Disposal Schedule is to provide for the authorised disposal of Patient Services Administration Records created or maintained by ACT Government Agencies.

#### **SCOPE**

This Records Disposal Schedule applies to records created or maintained by ACT Government Agencies. It applies to records in any format, including electronic records.

#### AUTHORITY

The Director of Territory Records, in consultation with stakeholders and the Territory Records Advisory Council, has approved this Records Disposal Schedule for use. The schedule does not take effect until it has been incorporated into an agency's Records Management Program that has been signed off by the Principal Officer of the agency.

Even so, officers using this Records Disposal Schedule should apply it with caution. They should be aware that the authorisations for disposal are given in terms of the *Territory Records Act 2002* only. Officers must not dispose of records in contravention of this Records Disposal Schedule or other requirements.

This Records Disposal Schedule will remain in force until a new schedule supersedes it or the Director of Territory Records withdraws it from use.

# STRUCTURE AND RELATIONSHIP TO THE TERRITORY VERSION OF KEYWORD AAA

A Records Disposal Schedule generally specifies retention periods. That is, how long records are to be retained by the agency before being destroyed or retained as Territory Archives.

Retention periods set down in this schedule are minimum periods only and an agency may keep records for a longer period if considered necessary for business requirements. Reasons for longer retention could include legal requirements, administrative need or agency directives. An agency must not dispose of any records where it is aware of possible legal action for which the records may be required as evidence.

The *Records Disposal Schedule - Patient Services Administration Records* has a hierarchical structure that reflects its arrangements according to functions and activities, rather than by subject, and this also reflects a close relationship to the Territory Version of Keyword AAA. The Records Disposal Schedule is designed to be applicable to all Patient Services Administration records regardless of titling conventions used, so that records, which have not been titled using the terminology represented by this Records Disposal Schedule, may still be sentenced with relative ease.

#### Territory Version of Keyword AAA

The Territory Version of Keyword AAA is the general administrative thesaurus produced by the Territory Records Office. The structure and terms used in this Records Disposal Schedule are closely related to those used in the Territory Version of Keyword AAA, which is based on functional analysis of business activity. This methodology (i.e., the analysis of business activity) produces a hierarchical model of an organisation's business activity. The hierarchical model also represents a classification scheme for the records that document functions, activities and transactions.

The disposal actions listed in this Records Disposal Schedule were determined through the process of appraisal in accordance with *Territory Records Office Standard for Records Management No.2 - Appraisal*. Appraisal is based upon the same type of analysis of business activity employed in the classification scheme used in the Territory Version of Keyword AAA. Essentially, appraisal involves attaching record retention periods and disposal decisions (and even records creation requirements and rules) to the same classification scheme.

#### **GUIDELINES FOR USE**

#### Coverage of authority

The Records Disposal Schedule - Patient Services Administration Records:

- covers all records related to the function;
- is intended to be used in conjunction with other Territory Records Disposal Schedules;
- specifies the minimum period records should be kept (retention periods)
- specifies whether, upon the expiry of the retention periods, the records may be destroyed or are required as Territory Archives; and
- is applicable to records created and maintained in any format, including electronic or formats such as microfiche.

#### Layout of the schedule

This Records Disposal Schedule begins with an introduction incorporating definitions and the business classification scheme. Then each of the functions and activity disposal sets or 'disposal classes' relating to the functions are described. These are followed by a composite list of classes designated 'Retain as Territory Archives'. The functions and activity disposal sets show the following details:

#### Function.

This is the broad level business function and is displayed in bold capital letters at the top of each page. It is the highest level in the business classification scheme. It is followed by the scope note, which provides definitions of the function and a collective view of the business activities that make that function unique.

#### Activity.

Activities are the processes or operations that make up the business function. They are set in bold and italics below the function statement. This is the second level of the business classification scheme. The scope of the activity encompasses all of the transactions that take place in relation to the activity. Activities can relate to many functions with the scope notes covering all of these relationships (e.g., the activity 'Policy' is linked to all of the functions). However, each function and activity set represents a unique unit.

#### Entry No.

This is the disposal class number allocated based on the function and activity set and the class number of the record. The barcode is the same as the Entry No. and may be used in an automated recordkeeping system.

#### **Description of Records.**

This is the description of the records documenting the business function, activity and transactions. The descriptions can relate to one record such as a register or a group of records documenting a particular set of transactions.

#### **Disposal Action.**

This is the minimum period a record must be kept for and is the trigger event from which the disposal date can be calculated.

#### FORMAT OF RECORD

This Records Disposal Schedule is applicable to any record that performs the function prescribed, irrespective of format. Records may include:

- cards;
- registers;
- files;
- microfilm;
- COM (computer output microfiche);
- electronic records, including various electronic media, and
- any other formats.

#### Electronic records

Refers to records created, communicated and maintained by means of electronic equipment. Information could be maintained/stored in a number of ways - on the database (the main database, or a special archives database); on magnetic media; on optical disks; or on separate hardcopy (paper, COM).

Electronic records must be readily accessible for the length of the specified retention period. Routine treatment (such as wiping, updating, alterations or re-recording) does not constitute disposal.

#### DESTRUCTION OF RECORDS

When the approved disposal date for the destruction of records has been reached, appropriate arrangements for their destruction should be made. It is the responsibility of each agency to ensure that its records are destroyed in a secure and appropriate manner as indicated in the agency Records Management Program.

#### UPDATING THE RECORDS DISPOSAL SCHEDULE

Records Disposal Schedules are reviewed and updated from time to time. For suggested amendments or alterations to this schedule please contact the Director of Territory Records.

# ASSISTANCE IN USING THE RECORDS DISPOSAL SCHEDULE

Agencies requiring any assistance in the interpretation or implementation of any Records Disposal Schedule are encouraged to contact the Director of Territory Records.

#### RELATED LEGISLATION

The following legislation is related to the records classes covered by this Records Disposal Schedule:

Epidemiological Studies (Confidentiality) Act 1992
Freedom of Information Act 1989
Health (Fees) Determination 2006 (No 2)
Health (Fees) Determination 2007 (No 1)
Health Act 1993
Human Rights Commission Act 2005
Intoxicated People (Care and Protection) Act 1994
Public Sector Management Act 1994
Supervised Injecting Place Trial Act 1999
Territory Records Act 2002

#### **DEFINITIONS**

#### Agency

The Executive, an ACT Court, the Legislative Assembly Secretariat, an administrative unit, a Board of Inquiry, a Judicial or Royal Commission, any other prescribed authority, or an entity declared under the regulations of the *Territory Records Act 2002* to be an agency.

#### **Appraisal**

The process of evaluating business activities to:

- determine which records need to be captured;
- determine how long the records need to be kept to meet business needs; and
- meet the requirements of organisational accountability and community expectations.

#### **Business Classification Scheme**

A hierarchical scheme for identifying and defining the functions, activities and transactions an agency performs in the conduct of its business, and the relationships between them.

#### Principal Officer

The Chief Executive of an administrative unit, or its equivalent in other types of agencies.

#### Records

Information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transition of business. This recorded information must be maintained or managed by the agency to provide evidence of their business activities. Records can be in written, electronic or any other form.

#### Records of an Agency

Records, in writing, electronic or any other form, under the control of an agency or to which it is entitled to control, kept as a record of its activities, whether it was created or received by the agency.

#### Records Disposal Schedule

A document approved by the Director of Territory Records, which sets out the types of records an agency must make and how long they must be kept.

#### Records Management Program

A document that complies with Section 16 of the *Territory Records Act* 2002 by setting out the means by which an agency will manage its records, and is approved by the agency's Principal Officer.

#### Recordkeeping Systems

Information systems that capture, maintain and provide access to records over time. While the term is often associated with computer software, Recordkeeping Systems also encompass policies, procedures, practices and resources that are applied within an agency to ensure that full and accurate records of business activity are made and kept.

#### Scope Note

An explanation of terms used in describing the records and the context in which they were made and used.

#### Sentencing

The process of applying appraisal decisions to individual records by determining the part of a Records Disposal Schedule that applies to the record and assigning a retention period consistent with that part.

#### **Territory Archives**

Records preserved for the benefit of present and future generations.

# **BUSINESS CLASSIFICATION SCHEME**

#### PATIENT SERVICES ADMINISTRATION

The function of administering the provision of public health and support services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes pathological services, ward services, chronic disease management, ambulatory care, geriatric medicine, prosthetic-orthotic services, nursing, aged and community care, outpatient services.

[For clinical medical records, use HEALTH TREATMENT AND CARE.]

#### Advice

The activities associated with offering opinions as to an action or judgement. Includes the process of advising.

#### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

#### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of an agency, company or other organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

#### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

#### **Committees**

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda, etc.

#### **Compliance**

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

#### Contracting out

The activities involved in managing the performance of work or the provision of goods and services by an external contractor, vendor or consultant, or by using external bureau services. Includes outsourcing.

#### **Enquiries**

The activities associated with handling requests for information about the agency and its services, programs and activities.

#### **Evaluation**

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

#### Fees and charges determination

The activities associated with determining fees and charges.

#### **Grant funding**

The activities associated with the application for and receipt of grants.

#### Health Promotion

The process of promotion of programs which encourage the establishment and maintenance of a healthy environment and which encourage healthy lifestyles. Includes workplace environments.

#### **Implementation**

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met.

#### Liaison

The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.

#### Meetings

The activities associated with regular or ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the function. Includes staff meetings, arrangements, agenda, taking of minutes etc. Excludes committee meetings.

#### **Planning**

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

#### **Policy**

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the agency's operating procedures are determined.

#### **Procedures**

Standard methods of operating laid down by an organisation according to formulated policy.

#### Public Reaction

The process of handling public reaction to an agency's policies or services. Includes anonymous letters, letters of complaint and letters of congratulations or appreciation received from the public.

#### Quality Assurance

The activities involved with the development, monitoring and reviewing of quality assurance programs.

#### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies, regulation, or legislation, e.g. Annual Report). Includes statistics and returns.

#### Representatives

The activities associated with the nomination, appointment or resignation of individuals or groups of personnel appointed by the organisation or their co-workers as official representatives to organisations, offices, unions, workers participation committees, councils or groups. Includes organisational legal representatives.

#### Reviewing

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

#### Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

#### Service Delivery

The processes associated with the assessment, measurement and implementation of services delivered to the public.

#### Standards

The process of implementing industry or agency specific benchmarks for services and processes to enhance quality and efficiency of an organisation.

#### **Tendering**

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

#### RECORDS DISPOSAL SCHEDULE

#### PATIENT SERVICES ADMINISTRATION

The function of administering the provision of public health and support services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes pathological services, ward services, chronic disease management, ambulatory care, geriatric medicine, prosthetic-orthotic services, nursing, aged and community care, outpatient services.

[For clinical medical records, use HEALTH TREATMENT AND CARE.]

#### Advice

The activities associated with offering opinions as to an action or judgement. Includes the process of advising.

Entry No. 179.005.001	Description of Records  Receipt and provision of advice about the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that resulted in major changes to policy, procedures or to the operations of the agency, including advice relating to Aged Care, Alcohol and Drugs.  Ambulatory Care, Antenatal Care, Asbestos, CALMS, Caring for Kids at Home, Children at Risk, Communicable Disease Control, Community Health, Continuing Care, Diabetes, Domestic Violence, Geriatric Care, Home Care, Hospital in the Home, Indigenous Peoples, Memoranda of Understanding (MOU's), Mental Health, Outpatient services, Pathology, Pharmaceutical Services, etc.	Disposal Action Retain as Territory Archives
179.005.002	The receipt and provision of all other advice relating to patient care. Includes advice provided by consultants.	Destroy 7 years after action completed

#### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

Entry No.	Description of Records	Disposal Action
179.006.001	Agreements and supporting documents for the	Destroy 7 years after
	provision of programs and services provided	action completed
	to patients in hospitals, health centres, clinics	
	or other similar health care facilities. Includes	
	contracts.	

#### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of an agency, company or other organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry No.	Description of Records	Disposal Action
179.013.001	Final audit reports relating to operational audits of the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that result in substantial changes to policy or have a significant impact on operations.	Retain as Territory Archives
179.013.002	Final internal and external audit reports relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities. Includes final reports from audits conducted by the ACT Auditor-General's Office that does not result in substantial changes to policy or have a significant impact on operations.	Destroy 10 years after action completed
179.013.003	Records documenting the planning and conduct of internal and external audits of programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities. Includes:  • liaison with the auditing body  • notes taken at opening and exit interviews	Destroy 5 years after action completed

draft report comments

#### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

# Entry No. 179.014.001

#### Description of Records

Records documenting the delegation of powers and functions relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.

Destroy 7 years after

Destroy 7 years after delegation expires

[A delegation passes the power to the delegate and permits the delegate to exercise the power in his or her own name and not on behalf of another].

179.014.002

Records documenting authorisations relating to the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities. Destroy 7 years after action completed

[An authorisation is that the person authorised exercises the power in the name of and on behalf of the person who gave the authorisation the delegator retains responsibility for its exercise.]

#### **Committees**

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda, etc.

[For records relating to audit committees, use STRATEGIC MANAGEMENT -Committees. 1

#### Entry No. 179.020.001

#### Description of Records

Records of external or internal committees formed to manage or advise on the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes final version of documents:

**Disposal Action** Retain as Territory

Archives

- establishing the committee;
- terms of reference;
- appointment of members;
- reports;
- recommendations; and
- supporting documents such as briefing papers and discussion papers.

#### 179.020.002

Records documenting declarations of members' private interests.

Destroy 7 years after termination of appointment

#### 179.020.003

Records of working papers and administration Destroy 6 months of committees formed to manage or advise on the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities. . Includes:

after action completed

- agenda;
- notices of meetings;
- draft minutes; and
- room bookings

#### **Compliance**

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

# *Entry No.* 179.021.001

#### **Description of Records**

Compliance with mandatory or optional standards or with statutory requirements impacting on the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.

#### Disposal Action

Destroy 10 years after action completed

#### **Contracting out**

The activities involved in managing the performance of work or the provision of goods and services by an external contractor, vendor or consultant, or by using external bureau services. Includes outsourcing.

# *Entry No.* 179.025.001

#### **Description of Records**

Contract management for the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes:

- minutes of meetings with main stakeholders
- performance and evaluation reports

#### Disposal Action

Destroy 7 years after completion or other termination of agreement or contract

#### **Enquiries**

The activities associated with handling requests for information about the agency and its services, programs and activities.

# Entry No. 179.040.001

#### Description of Records

Records documenting the handling of public enquiries about the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities. Includes general enquiries relating to Aged Care, Alcohol and Drugs. Ambulatory Care, Antenatal Care, Asbestos, CALMS, Caring for Kids at Home, Children at Risk, Communicable Disease Control, Community Health, Continuing Care, Diabetes, Domestic Violence, Geriatric Care, Home Care, Hospital in the Home, Indigenous Peoples, Memoranda of Understanding (MOU's), Mental Health, Outpatient services, Pathology, Pharmaceutical Services, etc.

#### Disposal Action

Destroy 7 years after action completed

#### **Evaluation**

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

Entry No.
179.042.001

#### **Description of Records**

External and internal reports evaluating the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that cause a change to policies, procedures or is a significant program, unusual item, system or a first time service.

#### 179.042.002

External and internal reports evaluating the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that have not caused change to policies, procedures, are not a significant programs, unusual items, systems or a first time service.

# **Disposal Action**Retain as Territory

Archives

Destroy 10 years after date of last action

#### **Evaluation** (Continued)

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

Entry No.	Description of Records	Disposal Action
179.042.003	Records documenting the routine evaluation and ongoing monitoring of the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that do not result in a report.	Destroy 3 years after action completed
179.042.004	Working papers supporting external or internal reports evaluating the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 6 months after action completed

#### Fees and Charges Determination

The activities associated with determining fees and charges

Entry No.	Description of Records	Disposal Action
179.201.001	Determination of fees and charges related to the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 7 years after date of last action
	[For the process of invoicing and collecting payment, use FINANCIAL MANAGEMENT.]	

#### **Grant Funding**

The activities associated with the application for and receipt of grants.

[For the overall management of grant applications made by the agency, use STRATEGIC MANAGEMENT - Grant Funding.

For grant applications made for non-government funding, use COMMUNITY RELATIONS - Grant Funding.

For records documenting the financial arrangements of grant funds, use FINANCIAL MANAGEMENT - Grant funding.

For the development of strategies for managing processes associated with the agency applying for grants, use STRATEGIC MANAGEMENT - Grant funding.]

Entry No. 179.049.001	Description of Records  Records documenting successful applications for funding of grants related to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	<b>Disposal Action</b> Destroy 7 years after action completed
179.049.002	Records documenting unsuccessful applications for grants relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 2 years after date of last action

#### Health Promotion

The process of promotion of programs which encourage the establishment and maintenance of a healthy environment and which encourage healthy lifestyles. Includes workplace environments.

Entry No. 179.052.001	Description of Records  Records documenting the promotion of health in hospitals, health centres, clinics or other similar health care facilities.	<b>Disposal Action</b> Destroy 5 years after date of last action
	[For records documenting the management of an agency's first aid centres and occupational health centres and facilities e.g. gymnasiums, use OCCUPATIONAL HEALTH & SAFETY - Health Promotion.]	

#### **Implementation**

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met.

## *Entry No.* 179.053.001

#### **Description of Records**

Records documenting the implementation of plans, polices and procedures developed to support the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.

[For the development of the plans use PATIENT SERVICES ADMINISTRATION - Planning.]

#### Disposal Action

Destroy 3 years after action completed

#### Liaison

The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.

#### Entry No.

#### **Description of Records**

#### **Disposal Action**

179.067.001

Liaison activities undertaken with professional Destroy 3 years after associations, private sector organisations and action completed community groups on the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities. Includes collaboration on projects and exchanges of information relating to the function.

[For exchange of information and all the activities of a member of an organisation, use COMMUNITY RELATIONS - Liaison.

For subscriptions to publications of professional bodies where the subscriber does not have to be a member of an organisation, use INFORMATION MANAGEMENT - Acquisitions.]

#### Meetings

The activities associated with regular or ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the function. Includes staff meetings, arrangements, agenda, taking of minutes etc. Excludes committee meetings.

Entry No. 179.072.001	Description of Records  Final version of minutes and supporting documents tabled at ad hoc meetings relating to the operation of the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities. Includes meetings with external agencies.	Disposal Action  Destroy 3 years after date of last action
	[For committee meeting minutes and supporting documents, use PATIENT SERVICES ADMINISTRATION -Committees.]	1

#### **Planning**

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

Entry No. 179.079.001	Description of Records  Final version of major plans related to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Disposal Action Retain as Territory Archives
179.079.002	Final version of minor plans related to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 5 years after plan is superseded
179.079.003	Working papers used to develop plans. Includes draft plans, reports analysing issues and comments on draft plans.	Destroy 1 year after adoption of the final plan

#### **Policy**

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the agency's operating procedures are determined.

Entry No. 179.080.001	Description of Records  Final version of policies relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Disposal Action Retain as Territory Archives
179.080.002	Development and establishment of agency policies to support the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities. Includes:	Destroy 5 years after policy is superseded
	<ul> <li>policy proposals;</li> <li>research papers;</li> <li>results of consultations;</li> <li>supporting reports; and</li> <li>major drafts</li> </ul>	
179.080.003	Comments made on the development of policies to support the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 3 years after promulgation of new policy

#### **Procedures**

Standard methods of operating laid down by an organisation according to formulated policy.

Entry No.	Description of Records	Disposal Action
179.082.001	Master set of agency manuals, handbooks and directives, etc. detailing procedures relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	•
179.082.002	Records documenting the development of agency procedures relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 2 years after procedures are superseded

#### **Public Reaction**

The process of handling public reaction to an agency's policies or services. Includes anonymous letters, letters of complaint and letters of congratulations or appreciation received from the public.

Entry No.	Description of Records	Disposal Action
179.084.001	Records documenting public reaction to the provision of patient services that cause significant public or political interest or results in significant changes to policies, procedures, established a precedent or required a significant investigation.	Retain as Territory Archives
	[For suggestions received from the public, use COMMUNITY RELATIONS - Suggestions.]	
179.084.002	Records documenting public reaction to the provision of patient services that required a routine response or minor investigation.	Destroy 6 years after action completed.

#### Quality Assurance

The activities involved with the development, monitoring and reviewing of quality assurance programs.

Entry No.	Description of Records	Disposal Action
179.085.001	Records documenting the development,	Retain as territory
	monitoring and reviewing of quality assurance	archives
	programs relating to the programs and services	
	provided to patients in hospitals, health	
	centres, clinics or other similar health care	
	facilities	

#### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies or regulation, e.g. Annual Report). Includes statistics and returns.

Entry No.	Description of Records	Disposal Action
179.088.001	Final version of internal formal reports and reports made to external agencies on the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities.	Retain as Territory Archives
179.088.002	Records on the systematic collection of data from the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities for public health.	Destroy 7 years after date of last action
179.088.003	Final versions of periodic internal reports used to monitor and document recurring activities supporting the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 3 years after action completed
179.088.004	Responses to surveys about the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities.	Destroy 3 years after action completed

#### Reporting (Continued)

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies or regulation, e.g. Annual Report). Includes statistics and returns.

179.088.005	Working papers documenting the development Destroy 6 months
	of all reports relating to the provision of after action
	programs and services to patients in hospitals, completed
	health centres, clinics or other similar health
	care facilities. Includes drafts and comments
	received.

#### Representatives

The activities associated with the nomination, appointment or resignation of individuals or groups of personnel appointed by the organisation or their co-workers as official representatives to organisations, offices, unions, workers participation committees, councils or groups. Includes organisational legal representatives.

Entry No.	Description of Records	Disposal Action
179.090.001	Records documenting the nomination, appointment and resignation from and/or termination of agency representatives to committees, other organisations and groups, etc.	Destroy 3 years after action completed.

#### Reviewing

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

Entry No. 179.093.001	Description of Records Final reports and action plans resulting from reviews of the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Disposal Action Retain as Territory Archives
179.093.002	Other records of a review of products, processes, procedures, standards or systems relating to the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes records establishing the review.	Destroy 5 years after action completed
179.093.003	Records documenting applications for reviews that were not proceeded with.	Destroy 18 months after action completed

#### Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

Entry No.	Description of Records	Disposal Action
179.095.001	Records documenting the results of risk assessments relating to the provision of services to patients in hospitals, health centres, clinics or other similar health care facilities.	Retain as Territory Archives
179.095.002	Risk register for risks associated with the services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Retain as Territory Archives

#### Service Delivery

The processes associated with the assessment, measurement and implementation of services delivered to the public.

Entry No.	Description of Records	Disposal Action
Entry No. 179.209.001	Records relating to customer service and the delivery of services to patients in hospitals, health centres, clinics or other similar health care facilities, Includes Accommodation, Aged Care, Ambulatory Care, Antenatal Care, CALMS, Catering, Chaplaincy, Child Care Facilities, Continuing Care, Corrections health services, Emergency care, Epidemiology, Family planning, Geriatric Medicine, Home Care, Hospital in the Home, Imaging, Magnetic Resonance Imaging (MRI), Maternity services, Medicines dispensation, Mental Health, Methadone Units, Midwifery, Neonatal Care, Nutrition, Occupational therapy, Outpatients, Pharmaceutical Services, Physiotherapy, Postnatal Care, Prosthetic-Orthotic services, Psychology, Speech pathology,	Destroy 7 years after action completed
	Transplant services, Veteran's, Ward Services, Wigs, etc.	

#### **Standards**

The process of implementing industry or agency specific benchmarks for services and processes to enhance quality and efficiency of an organisation.

Entry No. D	Description of Records	Disposal Action
ir p.	Records documenting the implementation of industry or agency standards impacting on the programs and services provided to patients in pospitals, health centres, clinics or other imilar health care facilities.	

#### **Tendering**

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

Entry No.	Description of Records	Disposal Action
179.104.001	Signed contracts under seal resulting from tenders.	Destroy 12 years after completion or other termination of contract
179.104.002	Records documenting the development and issue of tender documentation. Includes Statement of Requirements, Request for Proposals, Expression of Interest, Request for Tender (RFT) and draft contract.	Destroy 7 years after tender process completed
179.104.003	Records documenting the evaluation of tenders relating to population health care management and control programs and strategies received against selection criteria. Includes records documenting arrangement for carrying out the evaluation process, evaluation report, recommendations, final report and public notices.	
179.104.004	Post-offer negotiations and due diligence checks for tenders.	Destroy 7 years after tender process completed
179.104.005	Tender register	Destroy 7 years after last entry

#### Tendering (Continued)

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

Entry No.	Description of Records	Disposal Action
179.104.006	Signed simple contracts and agreements	Destroy 7 years after completion or other termination of agreement or contract
179.104.007	Contract register	Destroy 7 years after last entry
179.104.008	Unsuccessful tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes submissions, notification of outcome and reports on debriefing sessions.	1

# RETAIN AS TERRITORY ARCHIVES

#### PATIENT SERVICES ADMINISTRATION

The function of administering the provision of public health and support services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes pathological services, ward services, chronic disease management, ambulatory care, geriatric medicine, prosthetic-orthotic services, nursing, aged and community care, outpatient services.

[For clinical medical records, use HEALTH TREATMENT AND CARE.]

#### Advice

The activities associated with offering opinions as to an action or judgement. Includes the process of advising.

# *Entry No.* 179.005.001

#### **Description of Records**

Receipt and provision of advice about the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that resulted in major changes to policy, procedures or to the operations of the agency, including advice relating to Aged Care, Alcohol and Drugs. Ambulatory Care, Antenatal Care, Asbestos, CALMS, Caring for Kids at Home, Children at Risk, Communicable Disease Control, Community Health, Continuing Care, Diabetes, Domestic Violence, Geriatric Care, Home Care, Hospital in the Home, Indigenous Peoples, Memoranda of Understanding (MOU's), Mental Health, Outpatient services, Pathology, Pharmaceutical Services, etc.

#### Disposal Action

Retain as Territory Archives

#### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of an agency, company or other organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

# *Entry No.* 179.013.001

#### **Description of Records**

Final audit reports relating to operational audits of the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that result in substantial changes to policy or have a significant impact on operations.

#### Disposal Action

Retain as Territory Archives

#### **Committees**

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda, etc.

[For audit committees, use STRATEGIC MANAGEMENT - Committees.]

# *Entry No.* 179.020.001

#### **Description of Records**

Records of external or internal committees formed to manage or advise on the provision of programs and services to patients in hospitals, health centres, clinics or other similar health care facilities. Includes final version of documents:

- establishing the committee;
- terms of reference;
- appointment of members;
- minutes;
- reports;
- recommendations; and
- supporting documents such as briefing papers and discussion papers.

# **Disposal Action**Retain as Territory Archives

#### **Evaluation**

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

# *Entry No.* 179.042.001

#### Description of Records

External and internal reports evaluating the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities that cause a change to policies, procedures or is a significant program, unusual item, system or a first time service.

#### **Disposal Action**

Retain as Territory Archives

#### Quality Assurance

The activities involved with the development, monitoring and reviewing of quality assurance programs.

Entry No. Description of Records
179.085.001 Records documenting the development,

Disposal Action

monitoring and reviewing of quality assurance archives

Retain as territory

programs relating to the programs and services provided to patients in hospitals, health centres, clinics or other similar health care

facilities.

#### **Planning**

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

Entry No. 179.079.001

Description of Records

**Disposal Action** 

Final version of major plans related to the programs and services provided to patients in

Retain as Territory Archives

hospitals, health centres, clinics or other

similar health care facilities.

#### **Policy**

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the agency's operating procedures are determined.

*Entry No.* 179.080.001

**Description of Records** 

Disposal Action

Retain as Territory

Final version of policies relating to the programs and services provided to patients in

Archives

hospitals, health centres, clinics or other

similar health care facilities.

#### **Procedures**

Standard methods of operating laid down by an organisation according to formulated policy.

Entry No.	Description of Records
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**Disposal Action** 

179.082.001 

Master set of agency manuals, handbooks and Retain as Territory directives, etc. detailing procedures relating to Archives the programs and services provided to patients

in hospitals, health centres, clinics or other

similar health care facilities.

#### **Public Reaction**

The process of handling public reaction to an agency's policies or services. Includes anonymous letters, letters of complaint and letters of congratulations or appreciation received from the public.

#### Entry No. 179.084.001

#### **Description of Records**

#### Disposal Action

Archives

Retain as Territory

Records documenting public reaction to the provision of patient services that cause

significant public or political interest or results in significant changes to policies, procedures, establishes a precedent or required a

significant investigation.

[For suggestions received from the public, use COMMUNITY RELATIONS - Suggestions.]

#### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies, regulation, or legislation, e.g. Annual Report). Includes statistics and returns.

#### Entry No. 179.088.001

#### Description of Records

#### Disposal Action

Final version of internal formal reports and reports made to external agencies on the provision of programs and services to patients in hospitals, health centres, clinics or other

similar health care facilities.

Retain as Territory Archives

#### Reviewing

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

Entry No.	Description of Records	Disposal Action
179.093.001	Final reports and action plans resulting from reviews of the programs and services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	•

#### Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

Entry No.	Description of Records	Disposal Action
179.095.001	Records documenting the results of risk assessments relating to the provision of services to patients in hospitals, health centres, clinics or other similar health care facilities.	Retain as Territory Archives
179.095.002	Risk register for risks associated with the services provided to patients in hospitals, health centres, clinics or other similar health care facilities.	Retain as Territory Archives

**Amendments to the Patient Services Administration Records** 

**Disposal Schedule** 

**Function (Amendments)** 

## SCHEDULE OF AMENDMENTS – this information is provided for the assistance of users but does not form part of the Notifiable Instrument.

Dated 19 December

2013

*		Note from the function scope notes and to Γ AND CARE disposal schedule for clinical
Reformatted to current standards.		
<b>New Features (Insertions)</b>		
Activity	Entry no.	Description

Activity	Entry no.	Description
<b>Enhancements (Changes)</b>		
Activity	Entry no.	Description
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