

# Advantage Dental

## From DentaQuest

<b>Policy Name: Dental Records</b>	<b>Policy Number: PL15-Dental Records-CARE</b>
<b>Type of Policy: DCO</b>	<b>Effective Date: 06/14/2012</b>
<b>Responsible Department: Plan Operations</b>	
<b>Page Number (s): 3</b>	<b>Revised Date: 04/23/2019</b>
<b>Approved By: Clinical and Credentialing Sub-Committee</b>	<b>Approved Date: 07/17/2019</b>
<b>PURPOSE:</b> To establish guidelines for providers to follow in creating and maintaining enrollee dental records in accordance with the record keeping requirements set forth in the most recent provisions of the <a href="#">Oregon Dental Practice Act</a> .	
<b>REFERENCES:</b> <a href="https://www.oregon.gov/dentistry/Documents/Dental_Practice_Act.pdf">https://www.oregon.gov/dentistry/Documents/Dental_Practice_Act.pdf</a>	
<p><b>POLICY:</b></p> <ol style="list-style-type: none"> <li>1. Providers are required to implement and maintain the enrollee’s dental records in accordance with the record keeping requirements set forth in the most recent provisions of the <a href="#">Oregon Dental Practice Act</a>.</li> <li>2. Providers are required to keep dental records for ten years and in the case of a minor, ten years after their 18th birthday or until any legal holds have been lifted or expire (whichever is longer). Providers are required to keep records on each enrollee visit with pertinent medical and dental history as well as name, address and pertinent billing information. Any on-call provider and/or emergency records must also be entered into the enrollee’s record, as any other visit is, for proper maintenance of the enrollee’s record.</li> <li>3. Listed below are the Oregon State Board of Dental Examiners requirements regarding dental records. These are the following items that the DCO provider shall include in the enrollee’s record:             <ol style="list-style-type: none"> <li>A. Providers shall prepare and maintain an accurate record for each enrollee receiving dental services, regardless of whether any fee is charged. The record shall contain the name of the licensed provider rendering the service(s) and include:                 <ol style="list-style-type: none"> <li>1) Enrollee’s name and address;</li> <li>2) If a minor, include name of custodial parent/legal guardian;</li> <li>3) An entry that informed consent has been obtained and the date obtained;</li> <li>4) Enrollee’s gender;</li> <li>5) Enrollee’s date of birth;</li> <li>6) Enrollee’s emergency contact;</li> <li>7) Enrollee’s phone number;</li> </ol> </li> </ol> </li> </ol>	

- 8) Enrollee’s sponsor or responsible party;
  - 9) Date and description of examination and diagnosis;
  - 10) Date and description of treatment or services rendered;
  - 11) Date and description of treatment complications;
  - 12) Date and description of all radiographs, study models, and periodontal charting;
  - 13) Health history; and
  - 14) Date, name of, quantity of, and strength of all drugs dispensed, administered, or prescribed.
- B. Providers shall prepare and maintain an accurate record of all charges and payments for services including source of payments.
- C. Providers shall maintain enrollee records and radiographs for at least ten years from the date of the last entry unless:
- 1) The enrollee, custodial parent, or legal guardian requests the records, radiographs, and models be transferred to another provider who shall maintain the records and radiographs;
  - 2) The provider gives the records, radiographs, or models to the enrollee, custodial parent, or legal guardian; or
  - 3) The provider transfers the practice to another provider who shall maintain the records and radiographs.
- D. The DCO and its providers shall, upon request, provide the enrollee access to their own dental records and provide copies within fourteen days of the request, at no charge to the enrollee or the DCO.

Reviewed and Revised By:

06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
03/17/2017	QI/UR Committee			
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