



STANDARD OF CARE

- The medical standard of care is defined as the level at which the average, prudent provider in a given community would practice. It is how similarly qualified practitioners would have managed the patient's care under the same or similar circumstances.
- Safe care is the bottom line.
- Application of guidelines but recognizing individual patient variations and need.

CARE IN THE TIME OF COVID-19

- We recognize that 2020 has brought many new challenges to medical practitioners due to the COVID-19 pandemic. We have had to adapt patterns of providing care very quickly and in unprecedented ways. As you conduct a chart review, we would like you to keep this in mind. You may be reviewing records of virtual visits which do not include a physical examination, where normally you may have expected this to be done. Please ask yourself if a physical examination would be critical for the evaluation of the patient, or if it could be safely deferred considering the circumstances of the time. If a physical examination was necessary, did the physician make provisions for this to happen, eg, by bringing the patient in to the office, or advising them to attend elsewhere, such as Urgent Care?
- Virtual visits do not preclude the need for adequate documentation. The standards for medical record keeping still apply – the importance of recording the pertinent details about a presenting problem, or status of ongoing problems does not change. Objective observations will be reduced, but assessments and plans should still be recorded as they would be for in-person visits.
- We ask that you be fair, and be objective as you review care provided during this time.