

WAC 246-335-450 Client records. The licensee must:

- (1) Maintain a current record for each client consistent with chapter 70.02 RCW;
- (2) Ensure that client records are:
 - (a) Accessible in the licensee's office location for review by appropriate direct care personnel, volunteers, contractors, and the department;
 - (b) Written legibly in permanent ink or retrievable by electronic means;
 - (c) On the licensee's standardized forms or electronic templates;
 - (d) In a legally acceptable manner;
 - (e) Kept confidential;
 - (f) Chronological in its entirety or by the service provided;
 - (g) Fastened together to avoid loss of record contents (paper documents); and
 - (h) Kept current with all documents filed according to agency time frames per agency policies and procedures.
- (3) Except as provided in subsection (4) of this section, include documentation of the following in each record:
 - (a) Client's name, age, current address, and phone number;
 - (b) Client's consent for services and care;
 - (c) Payment source and client responsibility for payment;
 - (d) Plan of care according to WAC 246-335-440, depending upon the services provided;
 - (e) Signed or electronically authenticated and dated notes documenting and describing services provided during each client contact;
 - (f) Supervision of home care services according to WAC 246-335-445; and
 - (g) Other documentation as required by this chapter.
- (4) For clients receiving a one-time visit, provide the documentation required in WAC 246-335-440(5) in lieu of the requirements in subsection (3) of this section;
- (5) Consider the records as property of the licensee and allow the client access to his or her own record; and
- (6) Upon request and according to agency policy and procedure, provide client information or a summary of care when the client is transferred or discharged to another agency or facility.
- (7) The licensee must keep client records for:
 - (a) Adults - Three years following the date of termination of services;
 - (b) Minors - Three years after attaining age eighteen, or five years following discharge, whichever is longer; and
 - (c) Client death - Three years following the last date or termination of services if client was on services when death occurred.
 - (d) Home care agencies under contract with DSHS or the AAA may keep client records for a longer period of time as established in the terms of the contract.
- (8) The licensee must:
 - (a) Store client records in a safe and secure manner to prevent loss of information, to maintain the integrity of the record, and to protect against unauthorized use;
 - (b) Maintain or release records in accordance with chapter 70.02 RCW; and
 - (c) After ceasing operation, retain or dispose of client records in a confidential manner according to the time frames in subsection (7) of this section.

[Statutory Authority: RCW 70.127.120 and 43.70.250. WSR 18-06-093, § 246-335-450, filed 3/6/18, effective 4/6/18.]