**Procedure Title:** Dental Records Standards and Review Procedure  
**Number:** TD-PS-P-6005  

**Subject:** Minimum documentation required to be maintained in TennDent dental Records  

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<tr>
<th><strong>Primary Department:</strong></th>
<th><strong>Secondary Department:</strong></th>
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<tr>
<td>TennDent/Professional Services</td>
<td>Professional Relations</td>
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**Effective Date of Procedure:**  
9/23/2011  

**Prior Procedure or Cross Reference(s):**  
10/1/2010  

**Last Reviewed by TennDent Quality Monitoring/Improvement Committee:**  
9/23/2011  

**Date Procedure Last Revised:** 9/23/2011  

**Review Frequency:** Annually  

**Next Scheduled Review:** 7/1/2012  

**TennDent Quality Monitoring/Improvement Committee Approval:** On File  

**Approval Date:** 9/23/2011  

**Scope:**  
TennDent Network Providers and TennDent Staff  

**Purpose:**  
To ensure TennDent enrollees’ dental records are current and maintained in a legible, detailed, organized, and comprehensive manner that are compliant with TennDent standards which permits effective patient care and quality review. 

**Procedure:**  

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<tr>
<th><strong>Responsible Party</strong></th>
<th><strong>Action</strong></th>
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| TennDent Network Providers | 1) Maintain Dental Records in paper or electronic media.  
2) Maintain dental records that are legible, current, detailed, organized and comprehensive.  
3) Maintain dental record standards as defined in Section 8, B.1., of the TennDent Provider Office Reference Manual.  
4) Maintain documentation of enrollee visits data as defined in Section |
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<td><strong>Professional Relations</strong></td>
<td>Maintain and update the TennDent Onsite Chart Review Form as needed.</td>
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| TennDent Program Director | 1) Assign the appropriate dentist to perform onsite chart reviews as needed;  
2) Assign the proper notification to be issued to TennDent provider, if any.  
3) Present the review findings to the Quality Improvement Committee and Peer Review Committee when appropriate for direction as to the action or follow-up of the report, as needed.  
4) Assign action and follow-up to appropriate TennDent Employee |

| TennDent Employee Assigned | 1) Notify the TennDent Provider that a site review has been scheduled and the dentist assigned.  
2) Notify the Provider in writing of the action determined appropriate by the Peer Review Committee  
3) Schedule any follow-up are requested by the TennDent Program Director. |

| Dental Consultant Assigned | 1) Complete the TennDent Onsite Chart Review Form in conjunction with the TennDent Quality Assessment Review Form for each office reviewed.  
2) Review records to include:  
   a) Compliance or non-compliance with the TennDent Dental Records Standards and enrollee visit record data requirements as noted above;  
   b) Records are assessable;  
   c) Legibility of records – Should the record be judged illegible by the reviewer the record should be evaluated by a second reviewer. If still illegible, it shall be considered deficient;  
   d) Organization of Records;  
   e) Completion and conformance to TennDent Standards;  
3) Write a report that details:  
   a) Date of the review;  
   b) Provider and or entities name, address and phone number under review;  
   c) Reviewer Name;  
   d) If the provider and the their staff was cooperative and helpful during the review process;  
   e) Completed TennDent Chart Review Form and TennDent Quality Assessment Review Form |
| Dental Consultant assigned | 1) Follow up on any specific deficiencies noted in the report. |

**Related Policies and Procedures:**

Onsite Chart Review Form  
Quality Assessment Office Review Form  
Dental Records Standards Policy  
Quality Assessment Office Review Policy  
Quality Assessment Office Review Procedure

**Related Documents:**

TennDent Provider Office Reference Manual