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Division of Medical Assistance

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**Effective January 1, 2011; Revised October 1, 2013**

**Excessive Wait Time Policy for MDS Validation Reviews**

**Policy:** During an MDS Validation Review, the facility must provide medical records as requested within established time limits. There are procedures the RN reviewer will follow if excessive wait time occurs.

**Procedure:**

1. Once the facility has been presented a list of medical records requested (approximately 8-12 residents), the facility must provide a minimum of two requested records within 15 minutes.
2. If at least two medical records from the list are not provided within 15 minutes of the request, the RN reviewer will ask the facility liaison to please bring the records to facilitate the review.
3. If the remaining medical records from the list are not provided within 60 minutes, the RN reviewer will notify the Director of Nursing and or facility Administrator.
4. If all the records from the list are not provided within 90 minutes, the RN reviewer will notify their supervisor.
5. The Supervisor will then notify DMA that it has been 90 minutes since the records have been requested; DMA will provide further instruction.
6. This procedure applies to all medical record requests.

This policy may be accessed at <http://nc.mslc.com/Resources>

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