

WCM Compliance Audit Announcement: Compliance with Use of Medical Chaperone Policy



**Weill Cornell
Medicine**

Non-Coding Audit: Compliance with Use of Medical Chaperone Policy

Clinical Departments/Services Impacted

Breast Surgery
CRM
Dermatology
Medicine - GI
Medicine - Hematology
Medicine - Women's Health
OB/GYN
Pediatrics - GI
Primary Care (OB/GYN)
Radiology (Mammography & Ultrasounds)
Surgery (Breast Service)
Urology

Kick off date

January 2, 2024

Key Compliance Contact

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Audit Objective

- Validate the implementation of the *Use of Medical Chaperones* policy (WCM-PI002) across all departments.
- Identify areas of risk and weaknesses in controls affecting policy adherence.
- Provide recommendations for mitigating identified risks and strengthening controls

Audit Scope

- Conduct a retrospective documentation review of services rendered between December 18-22, 2023.
- Target specific departments and divisions with services that require chaperone services.
- Review five (5) claims per day per department, totaling 25 cases for each department. The accumulated sample size will be 55 claims per day and 275 for the week.
- Strive to include five (5) different providers per day for each specialty, ensuring representation with a minimum of one case per provider.
- Include various visit type, including but not limited to Outpatient, Office, Inpatient, Home Service, and Telehealth, in the review process.

Resource link

- *Use of Medical Chaperones* policy (WCM-PI002)

Audit Process

Use of Medical Chaperones Policy



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The auditor will assess adherence and proper documentation of the Use of Medical Chaperone by reviewing the following:

Chaperone Acknowledgement: Verify the presence of a signed chaperone acknowledgement by the patient or their authorized representative in the medical record?

Nature of Service Provided: Identify the type of examination, treatment, or procedure conducted, and ascertain whether it require the presence of a medical chaperone or required an offer of chaperone services.

Documentation Consistency: Evaluate whether the documentation support the outcomes related to the use of a chaperone, i.e., use of chaperone was offered, requested, refused, consented, unavailable, not provided, or not required.

Chaperone Identity and Credential: Examine if the identity of the chaperone is documented in the note and ascertain the credential of the chaperone (i.e., MD, PA, NP, RN, LPN, MA, Technologist, etc.).

Chaperone Training: Verify that the chaperone has undergone the WCM chaperone training.

The audit results will be communicated to the Department's Chair and Chief Administrative Officer, accompanied by with recommendations for corrective actions if necessary. The department is expected to provide a management response within three (3) business days of receiving the report.