

Electronic Recordkeeping in Facilities and Agencies Licensed by the Bureau of Human Services Licensing December 24, 2012

Purpose

Many human services facilities and agencies licensed by the Department of Public Welfare maintain electronic records for the operation and management of their settings. Facilities and agencies frequently maintain hard-copy versions of documents for no purpose other than achieving compliance with the Commonwealth's licensing regulations. The Bureau of Human Services Licensing (BHSL) seeks to relieve operators of human services facilities and agencies who use electronic recordkeeping systems of the administrative burden associated with duplicative recordkeeping. This document establishes BHSL's expectations for the maintenance of electronic records by the facilities and agencies licensed pursuant to the following chapters of regulations:

- Chapter 2380 (adult training facilities)
- Chapter 2390 (vocational facilities)
- Chapter 2600 (personal care homes)
- Chapter 2800 (assisted living residences)
- Chapter 3800 (child residential services)
- Chapter 6400 (community homes for people with intellectual disabilities)
- Chapter 6500 (family living homes)

Procedures for Electronic Recordkeeping

Electronic recordkeeping is permissible if all of the following conditions are met:

1. The electronic record is immediately accessible to BHSL licensing staff in electronic or paper format
2. The electronic format conforms to the requirements of applicable federal and state laws, including but not limited to Electronic Transactions Act (73 P.S. § 2260.304)
3. The medium used to produce the electronic records is able to produce paper copies of records if requested by BHSL or any other oversight agency
4. The medium used maintains a record of any deletion, change or manipulation of a document and that shows the original and altered versions, dates of creation and the creator

Use of Electronic Signatures

Electronic signatures may be used in lieu of pen-and-ink signatures on any document required by regulation to be signed by the licensed setting, the consumer receiving services from the setting, or any other individual who may or must sign the document.

Program Office Requirements

This document sets for BHSL's expectations only. Facilities and agencies are responsible for understanding and applying any additional requirements established by federal, state, or local human services programs. BHSL is not responsible for any sanctions imposed by such programs if the facility or agency does not meet the program's requirements.