

## Clinical Process Instruction Manual

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### Making Error and Information Corrections Process Instruction

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#### Policy:

As per the College of Nurses of Ontario standards and AATB/FDA requirements for good documentation practices, Trillium Gift of Life Network (TGLN) recognizes and corrects errors as appropriate. All hardcopy clinical forms and notes transcribed manually are documented in indelible ink. If an error correction is required, the TGLN Coordinator (e.g. Organ and Tissue Donation Coordinator, Clinical Services Coordinator, Tissue Coordinator, Tissue Recovery Coordinator and/or Surgical Recovery Coordinator, etc.) ensures that the appropriate protocol is used. Under no circumstances is whiteout to be used for an error correction. Errors shall not be completely obscured; the original information must remain visible.

#### Process:

1. The Coordinator reviews all documentation for completeness and accuracy.
2. In the event that an error is recognized in data entered into iTransplant, the Coordinator makes the correction as needed. iTransplant records the username, date, the original data being changed in the field and the new or additional data being entered in its audit log.
3. In the event that an error is recognized on a hardcopy clinical form or note, the Coordinator strikes the error with a single, straight horizontal line using a pen.
  - 3.1. For all errors, the Coordinator initials and dates the error and corrects as appropriate.
  - 3.2. For retrospective omissions, the Coordinator fills in the information, and initials and dates as appropriate. Note: the retrospective omissions are blanks left after the initial completion of document.
  - 3.3. For medical and social history questionnaire corrections where further family follow-up is done, there should be documentation of the name of the person answering the questions and relationship to the donor.
4. Best practice is for the original Coordinator who made the mistake or omission to correct it. However, it may be acceptable under certain circumstance for other individuals to make corrections regarding the release of tissue or if original Coordinator is unavailable. New information/data can be added by another Coordinator.

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5. A hardcopy of the clinical form or note (i.e. *Consent Form to Donate: Organs and/ or Tissues*) is scanned and uploaded into iTransplant. If changes related to errors and/or omissions are required after the document is uploaded into iTransplant, the current, already revised/corrected version of the electronic document is printed, corrections are made and the corrected copy is uploaded into iTransplant to ensure traceability. Previous version with errors is deleted.
6. For tissue charts, error corrections and new/changed information on a donor assessment, donor medical and social history questionnaire, *Consent Form to Donate: Organs and/ or Tissues*, and *Eye Recovery Form*, must be sent to the tissue banks either being offered or having accepted the tissue.

#### Records:

- No records.

#### References:

- College of Nurses of Ontario