

Division: Behavioral Health

Program Characteristics:

Program Description

As the Community Mental Health Program (CMHP), the Behavioral Health Division (BHD) is responsible for maintaining client records per Oregon Administrative Rule 309-014. The Medical Records Program is responsible for the legally required internal management of all BHD clinical records. The BHD provides services to more than 20,000 clients annually. Each client has a clinical health record in one of our two Electronic Health Record (EHR) systems. The Records Team reviews, processes, and uploads all clinical records into the EHR. This unit ensures that all BHD medical records are maintained in compliance with federal and state laws and regulations, and County rules, policies and procedures.

Program staff provide multiple services including: document review, indexing and uploading, processing and releasing records requests and subpoenas to clients and community partners, quality assurance, data entry for reporting, archiving and retrieval of client records, form design and management, notary services, maintaining the integrity of the EHR, reviewing and performing merges of duplicate client accounts, reviewing and completing deletion requests from the EHR, reviewing privacy incidents, reviewing and uploading Release of Informations (ROIs) into the EHR, and providing health information management expertise. The team works collaboratively with both EHR support teams and the Billing Team to maintain proper and correct electronic records. Records staff provide training and support to BHD Clinicians, assist with locating documents in client records, and review documents for needed corrections. Staff work closely with the County Privacy Team to assist with the review of privacy incidents and support staff with necessary EHR cleanup to maintain the integrity of records.

Equity Statement

Medical records deploys standardized, mandatory demographic data collection (REALD/SOGI) to improve care quality and identify disparities. This data accuracy avoids misidentifying or ignoring disparities that can perpetuate racial inequities. The medical records team complies with all records requests within 5 business days to ensure everyone can access services without delays.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$279,054	\$489,164	\$31,459	\$667,617
Materials & Supplies	\$0	\$87	\$2,235	\$6
Internal Services	\$53,054	\$146,653	\$128,757	\$29,353
Total GF/non-GF	\$332,108	\$635,904	\$162,451	\$696,976
Total Expenses:	\$968,012		\$859,427	
Program FTE	1.75	4.00	0.25	4.50
Program Revenues				
Intergovernmental	\$0	\$489,856	\$0	\$539,265
Beginning Working Capital	\$0	\$146,048	\$0	\$157,711
Total Revenue	\$0	\$635,904	\$0	\$696,976

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Count of record items processed annually plus scanned document count	60,000	81,490	60,000
Percent of client records requests that are provided to requestor within allowable timelines	100%	100%	100%