Statement of Deficiencies	**(X1) Provider/Supplier/CLIA Identification Number**	**(X3) Date Survey Completed**
	051010	03/12/2025
Name of Provider or Supplier	**Street Address, City, State**	
Mountain Valleys Health Centers, Inc	37491 Enterprise Drive, Burney, CA	

For information on the provider's plan to correct this deficiency, please contact the provider or the state survey agency.

(X4) ID Prefix Tag	**Summary Statement of Deficiencies** (Each deficiency should be preceded by full regulatory or LSC identifying information)
J0151	PATIENT HEALTH RECORDS CFR(s): 491.10(a)(1)-(2) 491.10(a) Records system. (1) The clinic . . . maintains a clinical record system in accordance with written policies and procedures. (2) A designated member of the professional staff is responsible for maintaining the records and for insuring that they are completely and accurately documented, readily accessible, and systematically organized This STANDARD is not met as evidenced by: Based on interview, and record review, this clinic failed to follow their medical records release policy when a requested record was not released in a timely fashion following its request. This failure could lead to the requester not having timely access to their medical records, which could lead to potential negative care coordination to occur. Findings: The facility's policy titled, "Authorization for Use and Disclosure of PHI (Personal Health Information), dated 5/13/22, was reviewed and indicated that this clinic will fulfill requests for information pursuant to a valid authorization in a timely manner, but in any event no later than 30-days after the receipt of a valid authorization. According to a written report received by the California Department of Public Health on 3/7/25, the Compliance Manager (CM) reported that on 2/28/25, that it was brought to the clinic's attention that a records request signed on 1/23/25 for Patient 1's records, had not been fulfilled as of 2/28/25. Upon discovering this issue, the CM spoke to the Patient 1's mother (as the request was for a minor child) and was able to

	provide the requested records that same afternoon. The CM reported that upon investigation, they determined that the records request had been received and held for a few days before being sent through multiple departments for approval, including Behavioral Health, the Billing Department, and finally, and BHS (a third-party vendor (responsible for printing records). Unfortunately, this process resulted in an unacceptable delay, exceeding the HIPAA-mandated 15-day timeline for medical records release. As corrective action, the clinic immediately issued an all-staff email reiterating HIPAA regulations regarding the 15-day deadline for medical records release, regardless of the number of departments involved. This email also included key reminders on compliance expectations for processing records requests. Additionally, the clinic has scheduled a mandatory all-staff training session during their next quarterly meeting to reinforce these regulations and prevent future reoccurrence.