

FAQ DME record keeping

1. What are the record keeping requirements for a DME facility?

- a. **Where should I keep my DME records?** Records must be maintained on site at a permitted DME facility per 21 NCAC 46.2604 “[a]ll orders and records for devices and medical equipment...shall be maintained at the dispensing site.” The “dispensing site” refers to the permitted DME facility.
- b. **What are the requirements for records being accessible / available?** 21 NCAC 46.2607 provides that records required to be kept at a DME facility “shall be available to Board inspectors or agents [during normal business hours].” A DME facility must have orders and records maintained on-site at the DME facility. Orders and records must be immediately accessible at the facility itself for purposes of safe and proper provision of devices, medical equipment and services to the patients.
- c. **How much time do I have to fulfill a request from the Board for printed documentation of records?** 21 NCAC 46.2607 requires that [a]ll records...shall be archived in a readily retrievable manner and open for review, copying or seizure by the Board...within 48 hours of a request for inspection for a period of three (3) years.” The 48-hour allowance sets the time in which a permit holder is required to physically hand over copies of records to the Board. The 48-hour allowance for time to gather records does NOT relieve a DME facility from the obligation to have orders and records maintained on-site and immediately accessible at the facility itself for purposes of proper and safe provision of devices, medical equipment and related services to patients.
- d. **Can the records at a DME facility be kept electronically?** 21 NCAC 46.2508 provides that that documentation required by the North Carolina Board of Pharmacy may be maintained electronically. The system that creates and maintains the electronic records must:
 - i. be accessible for the proper and safe provision of devices, medical equipment and services,
 - ii. be capable of printing documentation so that the Person in Charge or the Pharmacy Manager can provide it to the Board within 48 hours of a request,
 - iii. contains security features to prevent unauthorized access to records, and
 - iv. contains daily back-up functionality to protect against record loss.