Manual: Behavioral Health
Chapter: Care Treatment and Services CTS
Topic: Provision of Care – Providing Written Information at Time of Discharge

Is it required to print out discharge information or an after-visit summary if patients have access to their medical information online?

Any examples included in this response are for illustrative purposes only.

The practice of providing discharge instructions via the electronic medical record (i.e. patient portal) in lieu of a paper copy provided at discharge would not be prohibited by Joint Commission accreditation requirements.

Prior to providing discharge instructions electronically, organizations need to consider the individual patient's ability to

access electronic devices (e.g. computers, smartphone, tablet, etc.) technical ability, and overall comfort in using such devices to access electronic information. When another individual will be responsible for ensuring ongoing care of the patient, the same considerations apply.

Organizations that have the capability to provide discharge information electronically, are encouraged to handle on a case-by-case basis and allow the patient to determine how to receive discharge information. If your organization has a written policy or procedure on your requirements for providing discharge information, consider including this process in that document.

Last updated on July 08, 2024 with update notes of: Reflects new or updated requirements

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