

# NC Family to Family Health Information Center

*"A beacon for families of children with special health care needs."*

NC Family to Family Health Information Center  
ECAC  
907 Barra Row, Suites 102/103  
Davidson, NC 28036  
Phone: (704) 892-1321  
Fax: (704) 892-5028  
Parent Information Line: 1-800-962-6817  
hic@ecacmail.org  
www.ecac-parentcenter.org

Fact Sheet

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## Documentation and Record Keeping

Good record keeping is an important step in making sure your child receives a good quality of care through out his or her life. You should keep records to document your requests for services, services provided, evaluations, and any other information concerning your child's special needs. This includes observations of your child's behavior and development at home, at play with friends and relatives, in school or any other situation. It means keeping written notes of when you are contacted by professionals or when you telephone, write or visit with a medical, educational or other professional.

Keeping accurate up-to-date records is important if you are referred to other professionals. All information that you can give helps them in their diagnosis, treatment and the request for support services that are available. It can all so allow you to see if progress is being made toward your goals for your child & family.

1. Start by keeping a notebook listing the names, addresses, and phone numbers of people you contact. Write down the questions you ask and the answers you receive.
2. Keep a copy of all your child's records in the book:
  - A. Person Centered Plan
  - B. Individualized Healthcare Plan (IHP)
  - C. Crisis Plan
  - D. Evaluations
  - E. Individualized Education Program (IEP)
3. Keep copies of all letters you write to school personnel, community support works, case mangers and other people involved with your child.
4. Put as much in writing as you can and ask others to do the same.
5. Get copies of your child's educational and medical records. Don't be hesitant about asking for them. This is information about your child's education and health so legally, it is yours for the asking, however, put your request in writing.

For more information:

American Academy of Pediatrics: The National Center of Medical Home Initiative for Children with Special Needs has a site with downloadable forms with which you can build your own Care Notebook: <http://www.medicalhomeinfo.org/CareNoteBook/index.cfm?stage=home>