



EP4

COMMUNICATION LOG

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- A. **Purpose** – To electronically document any communication relating to a CBI-FS case.
- B. **Scope** – This policy/procedure applies to all CBI-FS personnel who may need to document communication received for a case that has been submitted to the CBI-FS.
- C. **Quality Requirements**
 - 1. Care must be taken to accurately record any communication relevant to the case.
- D. **Procedure**
 - 1. **Communication Log**
 - a. **Case Record Communication Log**
 - i. May be accessed through the Case Record Details on the task bar or through the Actions Menu
 - (1) In the Communication Log Entries box select New Thread which will open the New Communication Log Entry box. The following information may be documented:
 - (a) Name – the person the information was received from
 - (b) E-mail/phone#/fax# - contact information for the person the information was received from
 - (c) Communication type – chose the appropriate type of communication (email, phone, review, fax request, mail request, to the file, in person)
 - (d) Date/time– may need to be adjusted
 - (e) Message Recipient – initials of the person who received the information
 - (f) Comments – any communication that was received
 - (2) The reply information will be entered the same as the initial screen and will be located directly underneath the original thread.
 - b. **Lab Record Communication Log – not to be used**
 - i. The communication log in the worksheet will not be used because it is linked to the Lab Record Communication Log.



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E. References Used

1. Forensic Advantage Software

F. Additional Factors

Communication with the agency regarding any evidence departures will be documented in the Case Record Communication Log. If the LIMS system is not accessible, any communication received will be entered into the LIMS at the earliest possible time.