

Tips for Requesting Medical Record Copies – DID YOU KNOW?

- ✓ **Who Can Request Records:**
  - Patient (if 18 years of age or older, or a minor if the minor had authority to consent to their treatment)
  - Biological Mother
  - Biological Father married to biological mother at time of patient's birth, or father that has established paternal rights within the court
  - Under Ohio law, all other persons must provide documentation from the Court to show their authority to request records.
- ✓ **What Records Should I Request?**
  - If the information requested is for continuing patient care, patient/parent/legal guardian use, or disability purposes the receiving entity generally only wants a **Medical Record Abstract** (see definition below) of pertinent information.
  - When requesting dates of service, a **Medical Record Abstract** of the medical records from the last 6 months of active treatment will be released, unless otherwise specified. If additional records are needed, please specify dates.
  - Requests for **"ALL"** information (which includes for example: progress notes, nurses notes, flowsheets, consent forms, etc.) can considerably delay processing of your request and become very costly. If you need assistance determining what to request, please ask the person/entity authorized to receive the information what they need, or contact a Health Information Management (HIM) Department representative at (330) 543-8552, and we will be happy to assist you.

**Medical Record Abstract** contains the following documentation:

<b>Discharge Summary</b>	From an Inpatient stay, this document is a summary of the care, treatment, services provided and progress toward established goals of an inpatient stay
<b>Emergency Record</b>	This record documents a summary of the care, treatment and services provided for a visit to the emergency room
<b>History &amp; Physical</b>	This form details the present illness or care needs and denotes any relevant past history
<b>Inpatient Consultation Report(s)</b>	This report documents the findings of a physician asked to examine a patient during an inpatient or observation stay
<b>Operative/Procedure Report(s)</b>	This report details the surgeon/proceduralist's findings, technical procedures used, specimens removed and postoperative diagnosis
<b>Outpatient Clinic Note(s)</b>	Notes from outpatient office/therapy visits
<b>X-Ray Reports, Labs or Other Tests</b>	Radiology, lab results, and other tests- including echocardiograms and EKG's
- ✓ **Fees and Format:** Paper or electronic records sent to patient/parent/legal guardians or to providers for continuing patient care, are **not** charged. If you request a CD or if records are being sent to another person/entity, there may be a charge. See below:
 

Paper Copies	\$0.20/page, if not stored in electronic format. (There is a look up fee for paper copied records for third party requesters of \$18.93, then the \$0.20/page.)
CD	\$6.50 for patient/parents/guardians; \$10.00 for 3 <sup>rd</sup> party requesters. (Flat Fee, regardless of page count)
USB/Flash/Jump Drives	\$12.00 (Flat Fee, regardless of page count)
Radiology Images	\$20.00 for 1st CD, then \$4.00 for each additional CD.
Shipping/Handling	Actual Cost based on US Postal Service rates

\* Fees are reviewed periodically and are based on state law (Ohio Revised Code 3701.742) and federal law (the HIPAA HITECH ACT).

  - If you did not specify records to be released on paper specifically, the records will be released on CD (if 100 pages or more) via mail; unless an email address has been provided, and test email has been verified.
- ✓ **How Long Will it Take?** The Health Insurance Portability and Accountability Act (HIPAA) allows healthcare providers **30 days to process records** requested by patients/parents/legal guardians. If we need more time to process your request, we can take another 30 days if we notify you that additional time is needed. Akron Children's Hospital strives to provide records more timely, however, occasionally the full 30 days are required.
- ✓ **Can My Request be Denied?** Yes, some records may need to be reviewed prior to release and your request could be denied. Under federal and state law, Akron Children's Hospital may deny your request, in whole or in part, in limited circumstances. In the event Akron Children's Hospital denies your request, we must provide you with a written denial explaining why your request was denied.
- ✓ **Can I Request Records Through MyChart?** Yes, if you request records through the patient's Akron Children's Hospital MyChart account, please note that only those records documented in the electronic medical record system can be sent through MyChart. Also, Radiology images cannot be sent through MyChart. Radiology Images are placed on a CD and sent in the mail. Once the records are released by HIM to MyChart, they are available to be viewed, downloaded, or printed for 2 months (60 days).
- ✓ **How Do I Request Medical Records?** To request medical records, you must complete a **HIPAA Authorization to Release Medical Records Form**. This form may be found on our website: [www.akronchildrens.org/records](http://www.akronchildrens.org/records). The bottom of the form details different ways to submit the Request for Information. When you submit this form, you must also submit any documentation that is required to show your authority to request records (see "Who Can Request Records" above). If documentation is required, your request cannot be processed if you do not submit documentation of your authority to request records.