

## **Frequently Asked Questions:**

### **What do I need to do to get my entire record?**

You must submit a valid authorization form to the Medical Records Department. It can take up to 10 days to process your request; you will be contacted when your records are ready.

### **I lost my record I requested a few weeks ago. Is there a charge for a second copy?**

Yes, the current charge for copies is .35 cents a page.

### **Can I pick up records for someone else?**

Yes, but you will need a note signed by the patient stating you are allowed to pick up the records. The patient must have already signed an authorization form requesting the records.

### **I am taking care of a child that is not biologically mine. Can I get records?**

If you have legal documents signed by a judge showing you have custody of the child, you are permitted to receive copies of the child's health information and to receive copies of the child's records you must sign an authorization form.

### **I want my child's physical and immunization record faxed to their school. Can I call the Medical Records Department and do this over the phone?**

An authorization form signed by the legal guardian is needed before a copy of the physical examination form can be disclosed. The immunization record may be sent to the school without a signed authorization. The records will be mailed or you may pick them up. Records are faxed only when there is an urgent need and the records will not be delivered in time by regular mail.