

Medical Records FAQ's

Q. How can I obtain a copy of my medical records?

A. You must complete the "Authorization to release health information" form to receive a copy of your medical records. This form is available in our office or we would be glad to mail or fax a copy to you. The authorization form **must be** signed by the patient. If signed by other than the patient, documentation of authority to sign for the patient must be provided. Valid picture identification is required.

Q. Who has the authority to sign for a patient?

A. The person authorized by law to act on behalf of the patient, such as the parent of a minor, a court-appointed guardian or a person appointed by the patient in a power of attorney document that is applicable to health care.

Q. How long will it take to receive my medical records?

A. According to the federal Health Insurance Portability and Accountability Act (HIPAA) law, MRHS has 30 days to process requests where the records are located on site and 60 days to process requests where the records are located at an off-site storage facility. Our goal is to complete requests within 2-10 days of your request. If you have an emergency need, we will try our best to accommodate the needs of our patients.

Q. Can you give me my medical information over the phone?

A. No, we cannot. This is due to the need to protect patient confidentiality. We are not able to confirm identity over the telephone so we do not supply information over the phone. Additionally, we are not clinical personnel and cannot explain test results.

Q. Can someone else pick up my medical records for me?

A. Yes, but only if the signed authorization form specifies that they may be released to that person. If you wish someone else to pick them up for you, list them as the receiving party.

Q. Can my spouse get my medical records?

A. No, only if they have a valid authorization signed by you or your legal representative, specifying that your medical records may be released to that particular individual.

Q. Can I obtain medical records of my minor child?

A. An authorization must be completed and signed by a custodial parent or legal guardian. In the case of divorced parents, a parent may be asked to provide a copy of the custody order or an authorization signed by the custodial parent. Stepparents, without an order of the court, do not have the necessary authority to consent to the release of the minor child's medical records.

Medical information of a minor patient relating to pregnancy, sexually transmitted diseases, drug or alcohol abuse is considered confidential and requires the patient to sign the authorization.

Q. How can I get the records of a deceased relative?

A. The next of kin of the deceased individual can authorize the release of the medical records of the deceased. A copy of the death certificate must be provided and a statement declaring that the person requesting the medical records was actively involved in the deceased patients care. All documentation will be sent for further review and approval before being released.

Q. Is there a fee for my medical records?

A. Pursuant to Arkansas Code Section 16-46-106, the following fee schedule will be enforced for any personal medical record copies and retrievals.

\$.50 per page for the first 25 pages and \$.25 for each additional page. A labor/retrieval fee of \$15 will be charged if records are retrieved from storage and a fee of \$5 for discs.