

# Western Kentucky University

## WKU Health Services

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**Standard:** Requests for Medical Records

P&P:

Approved by:

Effective Date: Draft

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**Policy:** Release of Medical Records

**Purpose:** To ensure that private health information (PHI) is being released only when necessary to benefit the patient and his/her health and to identify individuals who repeatedly request copies of their records

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### **Procedure:**

\* Per Title 45, Section 164.524 (c) (4) of the Code of Federal Regulations all patients are entitled to one free copy of his/her records. Additional copies will be provided at a cost of \$1.00 per page.

\*\* Requests for an entire chart copy will be reviewed and signed off by the physician or office manager before being released.

#### Requests in Person:

1. Ask to see a photo I.D.
2. Have the person requesting medical records fill out a medical records request form. If the records being requested include highly sensitive information such as: STD diagnosis/treatment, alcohol/substance abuse counseling or treatment or psychiatric counseling treatment then they must sign the form on both the bottom signature line and the line for the specific records being requested.
3. Pull the patients medical record information according to their social security #.
4. Upon completion of copying records, the signed released forms are to be placed on the right-hand side of the chart, and the exact records released are to be recorded on the disclosure log located in the rear of the patient chart.

#### Requests by Phone:

1. Oral requests for records are not allowed and will not be fulfilled. The caller must fax you a signed release form his/her physician's office or you may fax the they must fax you a signed release form, or you may fax them a release form to complete and fax back to you.
2. Have the person requesting medical records to fill out a medical records request form. If the records being requested include highly sensitive information such as: STD diagnosis/treatment, alcohol/substance abuse counseling or treatment or psychiatric counseling treatment then they must sign the form on both the bottom signature line and the line for the specific records being requested.
3. Pull the patients medical record information according to their social security #.
4. Upon completion of copying records, the signed released forms are to be placed on the right-hand side of the chart, and the exact records released are to be recorded on the disclosure log located in the rear of the patient chart.

#### Requests by Mail:

1. WKU Health Services is required to accept only HIPAA Compliant medical record release forms. If a HIPAA Compliant release form is not available, WKU Health Services will provide one upon request. If any of these items are incomplete the requestor must be contacted to get the needed information.
2. Pull the patients medical record information according to their social security #.
4. Upon completion of copying records, the signed released forms are to be placed on the right-hand side of the chart, and the exact records released are to be recorded on the disclosure log located in the rear of the patient chart.

Requests by Fax:

1. Determine the origin of the fax .The document should contain an official logo, seal or identifier that establishes who is requesting the information along with the name, title address and phone number of the person making the request, insuring a secure fax line. If any of these items are incomplete the requestor must be contacted to get the needed information and the reason PHI is being requested.
4. Pull the patients medical record information according to their social security #.
5. Upon completion of copying records, the signed released forms are to be placed on the right-hand side of the chart, and the exact records released are to be recorded on the disclosure log located in the rear of the patient chart.