

Welcome to



The right care . . .
. . . at the right time

Medical Records Request Process

The basic process for requesting a medical records at New Oakland is simple and straightforward.

First, you should know that the federal law known as HIPAA applies to medical records requests. HIPAA entitles every person the right to access his or her medical records, receive copies of them, and request amendments to them.

State laws, however, can add variations to the exact process for requesting records and how much facilities can charge for fulfilling them.

To ensure information is released according to the owner's wishes, New Oakland is required to verify the identity of the requestor and confirm that he or she is authorized to access or transfer the records.

Complete an Authorization Form

To request your records, start by contacting or visiting your New Oakland location—sometimes called the medical records or health information services department.

The first step will be completing an "authorization for disclosure of protected health information" form (shown at right).

If you are having the records sent to another person, you will need to provide their name and contact information.

For example, if you are requesting that his or her medical records from a recent hospital stay be sent to a new physician would have to provide the physician's full name, address, and fax number or secure e-mail address.

NEW OAKLAND FAMILY CENTERS  

AUTHORIZATION TO RELEASE CONFIDENTIAL INFORMATION

Ann Arbor 310 North Maple Rd. Ann Arbor, MI 48103 **Clarkston** 8549 Town Center Drive Clarkston, MI 48346 **Farmington Hills** 37963 Middlebelt Rd. Farmington Hills, MI 48334 **Livonia** 29552 Free Mile Rd. Livonia, MI 48154 **Okemos** 2380 Jolly Oak Rd. Okemos, MI 48864 **Southfield** 20955 West 12 Mile Rd. Southfield, MI 48076 **Warren** 8150 Old 13 Mile Rd. Warren, MI 48093

Center Line 26522 Van Dyke Avenue Center Line, MI 48015 **Clinton Township** 42669 Garfield Rd. Clinton Township, MI 48038 **Flint** 2402 South Linden Rd. Flint, MI 48922 **Grand Rapids** 3742 28th Street, SE Kentwood, MI 49512 **Port Huron** 300 10th Avenue, Suite A Port Huron, MI 48060 **Southgate** 33305 Beek Rd. Southgate, MI 48195

THIS MAY BE A FEE ASSOCIATED WITH DOCUMENTATION REQUESTED. SEE FEE SCHEDULE BELOW FOR DETAILS.

Consumer's name: _____ (include maiden name and/or other names consumer is known by)
Date of birth: _____ Phone number (include area code): _____

New Oakland Family Centers is authorized to release or exchange information with: _____
(person or name of organization) (relationship to consumer)

(street address) (city) (state) (zip code)

(phone #) (FAX #) (email address)

Purpose for which the information is to be used (i.e., Medical Record Request, Coordination of Care): _____

Specific information to be disclosed/obtained:
 Discharge summary Psychological evaluation Psychiatric evaluation Initial/readmission evaluation Other _____

I understand that, information related to substance abuse and/or communicable diseases, may be contained in the records requested above, unless the following is checked:
 Substance abuse information protected under the regulations in 42 Code of Federal Regulations, Part 2
 Information about communicable diseases, serious communicable diseases and infections as defined by statute and the Michigan Department of Public Health rules which include venereal disease "VD", tuberculosis "TB", hepatitis, human immunodeficiency virus "HIV", acquired immunodeficiency syndrome "AIDS", and AIDS related complex "ARC"

This consent automatically expires in one year unless otherwise specified: _____
I may withdraw this consent in writing at any time except to the extent that action has been taken to comply with the authorization.
My signature indicates that I know what information is being disclosed and/or obtained and to whom and for what purpose it is being disclosed/obtained. I understand that mental health treatment services do not depend on my signing this release. My signature also indicates that I have read this form or had it read to me in language I understand.

Signature of consumer _____ Date: _____
Signature of minor (over 14) _____ Date: _____
Signature of legal guardian/parent of minor _____ Date: _____

This authorization is valid only for the information, agencies and persons cited above. Redisclosure of this information is not permitted without further specific authorization. This form is in compliance with Title 42 of the Code of Federal Regulation, Part 2; Title 45 of the Code of Federal Regulation, Part 160 & 164; part 61 of Michigan Public Act 368 of 1978; and Michigan Public Act 258 of 1975, Section 748.

Medical Record Fees (applies to all requests not listed under statutory fees):				Other information:
Retrieval fee/initial fee	Pages	Pages	Postage/shipping costs	Actual cost
\$25.38	21-50	\$1.27/page	\$1.27/page	\$25.00 FLAT FEE
\$25.38	51 and over	\$1.27/page	\$2.25/page	\$5.00: 1-5 pages \$5.00+\$2.25/page 6 or more pages plus postage

Statutory Fees:

Worker's Compensation	\$45/page; \$2.50/each 15 minute prep fee; and cost of postage
Disability Determination Services/SSI (if request is not directly from SSI)	\$25.00 FLAT FEE
Department of Human Services (requests not covered by other laws)	\$5.00: 1-5 pages \$5.00+\$2.25/page 6 or more pages plus postage
Family Medical Leave (FMLA) forms and other insurance forms	\$25.00 FLAT FEE
Letters (other than for continuing care)	\$25.00 for 1 page; \$5 each additional page

Other information:

- Continuing care requests: No charge (this includes information to CMH boards).
- An indigent individual may receive copies of their records at no charge. This is limited to one (1) set of copies. The individual must provide proof of being indigent (i.e. recipient of assistance must provide a current Medicaid/Medicare, etc.).

NOTE: All reasonable charges, are in accordance with Michigan's Medical Records Access Act, Public Act 47 of 2004, and will be paid promptly. The Act provides that a health care provider cannot charge the consumer the initial retrieval fee for their own records. However, they can be charged the per page fee.

A completed and signed authorization form is mandatory for all record releases. An incomplete or unsigned request will not be fulfilled.

Select Your Records

The authorization form also will ask what specific information you would like to have copied.

Knowing exactly what records you want or need can be difficult. If you are unsure, your therapist or a New Oakland staff member can help.

A medical record can often be hundreds of pages long, so being selective is important. If you don't know the records you want, knowing what you want them for can help the New Oakland staff member guide you to the proper documents.

It is important to note you have a right to a copy of their record, not the original. The original record belongs to the healthcare facility. It is a document they must maintain for legal and business purposes.

How Long Will It Take?

Fulfilling record requests can take time, so plan ahead and don't expect to receive your records the day you request them.

In fact, HIPAA allows providers 30 days to complete a record request. It also allows a single 30-day extension, but the facility must explain the cause of the delay.

Usually, however, your New Oakland request is processed much more quickly. Most requests are filled in five to 10 days.

Fulfilling requests takes time because we receive lots of requests and processing them requires individual review. Once received, each of these requests requires personal attention. Processing a record request is much more difficult than pressing

print on a computer screen or walking a chart to the copy machine.

For each request, New Oakland staff must validate a requestor's authorization signature with a signature in the medical record; locate records; select the requested documents; review the record to ensure the authorization is valid for the release all requested information (such as HIV testing, substance abuse treatment, or behavioral health records); and then prepare and send the request.

Is There a Fee?

Yes, there is a small fee for each record request. In Michigan, fees are regulated by state and county law. These fees may be waived in cases where individuals do not have the ability to pay.

When the records are ready, New Oakland will either transfer the record to the requested healthcare provider through e-mail, fax, or mail, or they will alert the requestor that the physical copies are ready for pickup.

The Value of Requesting Your Records

There are many good reasons to request a copy of your medical records. Physicians don't always share complete patient information or exchange a patient's health records, so if a patient is seeing a new provider it is beneficial to ensure a copy of their record is sent to the new physician, Tegen says. Also, it is beneficial for patients or caregivers dealing with multiple doctors and facilities to have all medical records in one place, which can then be used by providers to ensure thorough care.

Reviewing your record is an important way to ensure your provider has complete, correct, and up-to-date information, such as your known allergies. If you find information in your record that is incorrect or that you disagree with, contact New Oakland's Quality Department at qualitydepartment@newoakland.org.

Finally, it can be good for your health to keep a copy of your medical records, Goethals says. She advises people to be an advocate for their own healthcare by tracking their preventative care and treatment. Keeping an up-to-date copy of your health information will prevent redundant care, like repeat tests, and give all your physicians essential information about your health.

Special Cases: Requesting Someone Else's Records

Requesting another person's records is a different process from requesting your own, and it has its own requirements.

New Oakland will not release a patient's records to someone else without a direct authorization signed by the patient. If client is incapacitated or deemed incompetent, legal documents must be drawn up and presented to New Oakland before another person can access the records.

Parental and Spousal Rights

Married couples do not have an automatic right to one another's records.

For example, one estranged spouse may try to access the other's medical records, and some patients may choose to hide certain medical treatment or testing information from their spouse or parent. HIPAA grants adult patients the right to privacy from everyone—even spouses and parents

In some instances parents do not have full access their child's medical record. There are some privacy protections for minors.

Children age 18 and older have complete control over their medical care and records, and parents

require authorization to access their records. This is true even if the child's care is paid for by the parents' insurance.

Tips for Record Requests

Provide as much information as you can on the authorization form. This will speed up request processing by giving the New Oakland team sufficient data to track down your records. If you have a common last name, provide extra information about yourself, such as your date of birth or the last four digits of your Social Security number.

Bring a valid government issued photo ID and all other required legal documents with you when you pick up a record request. New Oakland staff must deny requests where the individual cannot prove his or her identity or his or her right to access the records.

Tell the New Oakland staff why you are requesting the record. They can help ensure you receive the records you need—and not the ones you don't. The set of records one should request for personal use, for example, can be different from the set of records sent to a doctor for continuing care. A person's medical record can be hundreds of pages long, so requesting your entire record may be too much, especially if the facility charges a per-page fee for compiling and reproducing it.

Indicate if the request is urgent. Many facilities triage their record requests, putting the most time-sensitive and care-oriented requests first.

Allow as much time as you can. When possible, make your request well before you need the documents (between five and 15 days out).