



OAK Pediatrics Medical Records Policy

Medical Records Request Policy

1. Purpose

The purpose of this policy is to establish guidelines for the request, access, and release of medical records to ensure compliance with legal requirements and to protect patient privacy and confidentiality.

2. Scope

This policy applies to all patients, healthcare providers, administrative staff, and any other personnel involved in the handling of medical records requests within our facility.

3. Requesting Medical Records

- **Patient Requests:**
 - **Submission:** Patients or their authorized representatives can request access to their medical records by submitting a written request. The request form can be obtained from the office or downloaded from our website.
 - **Identification:** Patients must provide valid identification (e.g., driver's license, passport) when submitting a request.
 - **Authorization:** If the request is made by an authorized representative, appropriate legal documentation (e.g., power of attorney) must be provided.
- **Healthcare Provider Requests:**
 - Requests from healthcare providers involved in the patient's care do not require patient authorization but must be logged and monitored.
- **Third-Party Requests:**
 - Third parties (e.g., insurance companies, legal representatives) must provide written patient consent or a valid legal order (e.g., subpoena) to access medical records.

4. Processing Requests

- **Time Frame:**
 - Requests for medical records will be processed within 30 days of receipt. If an extension is necessary, the requester will be notified in writing with an explanation for the delay and an expected completion date.
- **Fees:**
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- A fee of \$40.00 will be charged for copying and mailing records, in accordance with state and federal regulations.
- **Format:**
 - Records can be provided in paper or electronic format, depending on the requester's preference and the availability of the records.

5. Access and Release of Records

- **Patient Access:**
 - Patients have the right to inspect and obtain a copy of their medical records. Access will be provided in a secure manner to ensure confidentiality.
- **Healthcare Provider Access:**
 - Authorized healthcare providers may access medical records as necessary for patient care. Access must be logged and monitored to ensure compliance with privacy regulations.
- **Third-Party Access:**
 - Third-party access to medical records will only be granted with written patient consent or a valid legal order. The release of records will be documented, including the recipient, date, and purpose of the release.

6. Denial of Access

- **Grounds for Denial:**
 - Access to medical records may be denied if the information could endanger the life or safety of the patient or others, violate another person's privacy, or if access is otherwise restricted by law.
- **Notification:**
 - If a request is denied, the patient or requester will be provided with a written explanation of the denial and information on how to appeal the decision.