

ColumbiaDoctors is committed to ensuring patient privacy and protecting health information. Federal and New York State Law requires all health care practitioners and facilities to allow patients to have access to their health records. In order to comply with privacy rights established under the Health Insurance Portability and Accountability Act (HIPAA) and satisfy reasonable requests for release of records, ColumbiaDoctors has an established process for releases of outpatient medical records.

For hospital (inpatient) medical records, please refer to the *Patient FAQs to Obtain Hospital Medical Records*.

1. How do I obtain copies of my outpatient medical records?

Patients or their representatives can complete and submit an Authorization to Disclose Protected Health Information (PHI)/Medical Records. The Authorization to Disclose PHI form can be downloaded from the CUIMC HIPAA website at www.hipaa.cumc.columbia.edu under the Patient Forms tab and can be downloaded as a fillable PDF.

2. How will I receive copies of my outpatient medical record?

On the Authorization form you will select your preferred method of receiving the information such as CD/DVD/Flash Drive, electronically to the patient portal (myColumbiaDoctors), fax, etc. For ongoing care, we recommend having the information uploaded to your patient portal account so the information is available when you need it.

3. What if I don't have a myColumbiaDoctors patient portal account?

We can assist you in creating a myColumbiaDoctors patient portal account. Our portal support team is available to help you, please call them at (888) 670-9775 or email them at support@followmyhealth.com.

4. Where should the completed and legible authorization be sent for medical record requests?

Depending on which information/records are being requested, there are several ways and locations to send the Authorization form for medical record requests. Please refer to the *Health Information Management Contact Information* document on the CUIMC HIPAA website at www.hipaa.cumc.columbia.edu under the Patient Forms tab.

5. Can parents request copies of their child's outpatient medical record?

Yes, parents and guardians of minors (under the age of 18) can request copies of their child's record and sign the Authorization. However, in New York State, if a minor receives services obtained without their parents' or guardian's consent (e.g., medical services related to treatment for alcohol and drug abuse, pregnancy and pregnancy services, sexual assault, family planning, sexually transmitted diseases, and outpatient mental health treatment and counseling) those specific records will not be released to

the parent or guardian unless the minor consents. For questions about this specific rule, please contact the Privacy Officer at HIPAA@columbia.edu or 212-305-7315.

- 6. How do I get copies of outpatient medical records for a family member who has expired?**
The Authorization must be signed by the next of kin, the executor of the estate, the distributee of the estate and any appropriate supporting documentation should be provided (e.g., letter of administration).
- 7. How do I get copies of my hospital medical records?**
Using the same Authorization form, send the form to the hospital contact on the *Health Information Management Contact Information* document on the CUIMC HIPAA website at www.hipaa.cumc.columbia.edu under the Patient Forms tab. Please refer to the *Patient FAQs to Obtain Hospital Medical Records* for additional information.
- 8. How do I get copies of my radiology films/studies and pathology slides?**
Using the same Authorization form, send the form to the appropriate radiology or pathology contact on the *Health Information Management Contact Information* document on the CUIMC HIPAA website at www.hipaa.cumc.columbia.edu under the Patient Forms tab.
- 9. How long does it usually take to get copies of outpatient medical records?**
ColumbiaDoctors partners with an outside vendor to facilitate and complete medical record requests. Our policy is to fulfill medical record requests within 10 days. Usually record requests are completed before then. If archival records are required from an off-site location, that may extended the time required to complete the medical record request.
- 10. What if I need to get copies of outpatient medical records within the next 2 to 3 days?**
Please contact your provider's office directly. They can help facilitate the urgent release of patient records.
- 11. Who can I contact if I have questions about outpatient medical record requests?**
Contact our ColumbiaDoctors Health Information Management Office at ColumbiaDoctors-HIM@cumc.columbia.edu or 212-305-8255.