

FREQUENTLY ASKED QUESTIONS – RELEASE OF INFORMATION

HOW TO OBTAIN COPIES OF MY MEDICAL RECORDS?

| Question | Response |
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| How do I obtain copies of my medical records? | Patients or their representatives complete and submit an Authorization to Release Protected Health Information (PHI). |
| Where is the form? | The authorization form should be completed using the MyChart portal or through the vendor portal. <i>This is the preferred method.</i> Note: You will need 2 forms of picture identification available to scan into the portal when using the Verisma portal. |
| What if I do not have a MyChart account? | The hospital can assist you with creating this account. |
| Can I still do the paper form? | As a last option the paper form can be submitted. You will need to be sure to legibly complete each field on the form. The form is available on the NYP website at www.nyp.org/HIM in English, Spanish and Chinese |
| Where do I send the completed form if in paper? | On the NYP website is a listing of all addresses and contact numbers to call regarding copies of medical records from each location of NYP. |
| How will I receive copies of my medical records? | On the Authorization form you will select your preferred method of receiving the information such as CD/DVD, electronically to the portal, etc. For ongoing care, we recommend having the information uploaded to MyChart so the information is available when you need it. |
| What information is available on MyChart (formerly myNYP.org)? | Currently: Cardiology Reports (EKG, Echocardiogram) Discharge/Visit Reports: Discharge Instructions, Discharge Medications, Discharge Summary Lab Tests (excluding HIV, STD, STI, Microbiology) Radiology Reports (CT Scan, MRI, Ultrasound, Nuclear Medicine, X-Ray) Operative Reports Other Reports (Care Plan, Care Team, Immunizations, Medication Allergies, Medications, Problems, Procedure Codes, Smoking Status, Vital Signs) |
| Are there any exceptions to having information sent to MyChart or the portal? | Yes. At this time, Behavioral Health information is not available on the portal. |

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| Can parents request copies of the medical record for their minor child? | <p>Parents for patients under the age of 12 may request the medical records for their child.</p> <p>Parents of minors between the age of 12 and 18 must have the minor child sign the Authorization Form.</p> <p>Exception: if for ongoing medical care/treatment the parents of adolescents may sign the authorization for medical records to be sent directly to the next provider.</p> |
| How do I get copies of the medical records for family member who has expired? | The Authorization must be signed by the next of kin per the hierarchy for the executor of the estate or distributee. |
| How do I get copies of my radiology films and pathology slides? | The additional information/contact sheet on the website provides the contact information for these items. |
| How do I get copies of my medical records from the physician offices? | Using the same Authorization form, send the form to the mailing address on the Additional Information Sheet for the Physician Practices. |
| Is there a number I can call if I need help with completing the form or to check on a request I submitted? | Yes. For NYP Hospital records you may call 646-NYP-4ROI (646-697-4764). This number is available Monday through Friday from 8am to 6pm. |