

## Release of Information FAQ's

### 1. How do I Request a Copy of my Medical Records for my Physician/Care provider?

The Physician's office/Care provider's office should Fax/Mail a request to our Release of Information Office, the contact information is provided below.

Requests received from Physicians or Healthcare facilities for Continuity of Care purposes will be provided to the Requestor at No Charge

### 2. How do I Request a Paper Copy of my Medical Records for other reasons?

Print and complete the following forms:

- Authorization to Release Medical Information
- Health Port Fee Approval Form-(not required for Continuity of Care purposes)
- Attach a copy of Picture ID- In order to verify your identification and validate your authorization, we require that you include a legible copy of a valid government issued photo I.D. (e.g., Driver's license, Military I.D. or State I.D.) and a telephone number.

### 3. How do I Request an Electronic Copy of my medical records for other reasons?

Print and complete the following forms:

- Authorization to Release Medical Information
- Electronic Record Delivery Request Form
- Attach a copy of Government Issued Picture ID
- Once the request has been processed, the Requestor will be notified via the email provided on the Electronic Record Delivery Request Form. Additional instructions are also included in the delivery email.

### 4. How do I submit the completed documents to Medical Records?

Upon completion, you may at your preference *mail, personally deliver, or complete on-site* the requested documents at the Medical Records Department whose address has been provided below. Currently, we only accept faxed requests from Physician Offices/Healthcare Facilities.

### 5. How do I obtain a copy of the medical records on behalf of someone else?

Minors: We require the following documentation

- The parent or Legal Guardian must sign the Authorization to Release Medical Information.
- Legal guardians will be asked to provide Legal Guardianship documentation.
- Copy of Government Issued Picture ID
- Georgia State law prohibits the Release of Medical Records for Minors in the following situations.
  - Minors that are married or that have been emancipated by court order.
  - Minors who have Self Referred for Alcohol and/or Drug Treatment and/or Counseling.

- Minors who have Self Referred for Counseling and/or Treatment related to pregnancy, the prevention of pregnancy, childbirth and/or sexually transmitted diseases (not including HIV/Aids)

Patients/Adults unable to sign consent due to Physical or Mental illness: We require the following documentation

- Durable Healthcare Power of Attorney (or other court appointed documentation) must be provided.
- Copy of the Government Issued Patient's ID
- Requesting Persons Government Issued Picture ID

Deceased: We require the following documentation

- Legal representation documentation must be provided i.e. Death Certificate and/or Letter of Administration/Testament
- Requesting Persons Picture ID

#### **6. How do I obtain an Itemized Statement/Statement of Charges?**

MCCG Customers or Attorney's Offices requesting a copy of an Itemized statement, or statement of charges, please contact the Business Office at 478- 633-1130. The address is 2490 Riverside Drive in Macon, Georgia (rear building adjacent to Verizon) and the office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.

#### **7. How do I obtain CD's of Images and/or Films?**

- For Radiology images and/or films-Please contact our Radiology department  
Tel: 478-633-1235
- Vascular Studies (e.g. Cardiac Caths, Echo's, Angiograms) are handled by our Release of Information office whose contact information is provided below.

#### **8. How long will it take to process my request?**

- Many factors determine processing time; you may contact us to check on the status of your request at 478-633-1067.

#### **9. Is there a fee for requesting my medical records?**

Per Georgia statute, there may be a charge for providing the copy, please see breakdown of charges below (*effective July 1, 2009*). This fee is subject to change July of every year as per State of Georgia OCGA 31-33-3.

\$.97 per page for pages 1-20

\$.83 per page for pages 21-100


\$.66 per page for pages 10+


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## 10. Contact Information

### Physical Address

The Medical Center of Central Georgia  
Peyton Anderson Health Education Center  
Building, (PAHEC)  
Medical Records Department, 4th Floor,  
877 Hemlock Street,  
Macon, GA 31201-2102

 Fax: 478-633-7818

 Telephone: 478-633-1067

Voicemail messages received between the hours of 8.00 am  
-3.30 pm will receive a return call the same business day,  
voicemail messages received after 4pm will receive a return  
call the next business day

### Mailing Address:

The Medical Center of Central Georgia  
Health Information Management/Medical Records  
MSC #148  
777 Hemlock Street,  
Macon, GA 31201-2102

 Hours of Operation: Monday -Friday 8.00am-  
4.30pm