

## Release of Information Frequently Asked Questions

**Question: Where is Release of Information (ROI) Dept?**

Answer: At the Scott and White hospital in Temple it is located at the Brindley Circles entrance, on the Ground floor of the hospital in room 47.

**Question: What are the business hours?**

Answer: 8:00 a.m. to 5:00 p.m., Monday through Friday.

**Question: How do I request health information?**

Answer: There are three options for requesting health information:

- (1) By filling out an Authorization for Release of Medical Information form. The Authorization form is available electronically at the Scott & White website [www.sw.org](http://www.sw.org) on the *Contact Us* page in a link under the heading “Medical Records”.
- (2) By filling out an Authorization for Release of Medical Information form in person at any Scott and White facility.
- (3) By mailing form to:  
Release of Information  
PO Box 668  
Temple , TX 76503-9972

**Question: Can I fax or electronically submit the request?**

Answer: Yes, fax request to 844-332-7383 or email form to [bsw@scanstat.com](mailto:bsw@scanstat.com).

**Question: Is all health information released through the ROI Dept.?**

Answer: In most cases ROI directly handles the release of health information. The request will be forwarded to the appropriate department for items such as radiology films and billing information.

**Question: Who may I call to inquire about records?**

Answer:

Billing records: (800) 994-0371

Radiology (including mammography) films (254) 724-3995

Radiology at UMC in Round Rock (512) 509-9132

Pathology slides (254) 724-2435

Temple Hospitals and Clinics (254) 724-4713 ext 1

Bryan/College Station Clinic (979) 207-0527

Other S & W clinics: contact Temple Hospitals and Clinics

**Question: Is there a fee for releasing records?**

Answer: In accordance with State Law you may be charged for copies of medical records. No fee is assigned for records sent to other health care facilities, to law enforcement agencies, or military recruiters. In most other cases a fee will be assigned. The State of Texas sets a schedule for reasonable fees for records. Please contact the appropriate facility for current fee schedules.

**Question: How long does it take to receive health information?**

Answer: In most cases, we are able to complete requests within 5 days. If a payment is required an invoice will be mailed within 5-10 days of receiving the original request, and the records will be disclosed only after the payment is received.

**Question: Will I need to present some form of identification?**

Answer: We require a copy of a picture ID for records being released to the patient.

**Question: Can I request someone else's records?**

Answer: In most cases, if the patient is 18 or older, only the patient can authorize the release of his or her own records. If the patient is a minor, then the parent or legal guardian may request records when a picture ID has been provided. If the patient is over the age of 18 their records may only be requested by someone else if appropriate legal documentation is provided.

**Question: Can I request records if the patient is deceased?**

Answer: A deceased patient's records can be released if appropriate documentation is provided. This will generally include documentation naming the person with legal authority to release the records (for example, a copy of the patient's will, an affidavit of surviving spouse or court order) and a copy of the death certificate.

**Question: May I request a copy of a birth or death certificate?**

Answer: These government documents may be requested through a government registrar. In Temple, the local registrar may be contacted at:

City of Temple  
Bureau of Vital Statistics  
P.O. Box 207  
Temple, TX 76503-0207  
(254) 298-5700