

## Release of Information Frequently Asked Questions

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

Answer: On the Ground floor of the hospital in room 17V. It is on the main hallway that contains the pictures of Scott and White physicians.

**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: By filling out an Authorization for Release of Medical Information form. The form can be dropped off at the ROI Dept. or can be mailed to:

Release of Information

P.O. Box 668

Temple, TX 76503-9972

The Authorization form is available electronically at the Scott & White website, on the Contact Us page in a link under the heading "Medical Records."

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

Answer: At the present time we prefer that requests be mailed or dropped off.

**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: (254) 724-8800

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

Bryan/College Station Clinic (979) 691-3635

Other S & W clinics: contact Temple Hospitals and Clinics

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

Answer: 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. Effective October 2008 records from the Temple Hospital and Clinic begin at \$42.54 with a per page charge after the first 10 pages. Records from the Scott and White Regional Clinics begin at \$25 with a per page charge after the first 10 pages.

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

Answer: In most cases, we are able to complete requests within two weeks and generally more quickly than that. If a payment is required an invoice will be mailed within 2 weeks of receiving the original request, and the records will be copied 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 or a family member.

**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 documentation is provided, for example, a court order or medical power of attorney which names the patient's legal representative.

**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