

Community Health Services

Office Procedures

II. D. Request for Client Records

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Purpose:

To provide guidance to staff for requests of client records.

To comply with A.R.S. § §12-2293 and 12-2295; and the Pima County Health Department's Operating Policies and Procedures (OPP No. 82-02).

Procedure:

Client/Client's Representative Requesting Records:

Any client requesting release of medical information shall complete PCHD's Authorization to Release Medical Information form (see attached) with specific requested information checked off (i.e. lab, immunization records). The form is to be signed by the client, client's representative or other healthcare provider. Request for records in person requires proof of relationship by use of valid government issued photo identification or documentation.

Unless archived, requests made in person will be provided at the time of request. If archived, records will be provided within a reasonable period of time, not to exceed 10 days.

Outside Agencies Requesting Records:

Request for release of information by outside agencies including attorney, insurance company others on behalf of a client shall include a release signed by the client or client's representative.

Request for medical information made by an insurance company, a government Agency (court order, DES, subpoena, Child Protective Services) shall be forwarded to the Custodian of Records for review and action.

Charges:

- NO charge for medical information provided directly to the client, a client's representative, a physician, or a governmental agency.

Health Records will bill for the following types of information:

- Subpoena: \$10.00 per person per hour plus \$.10 per page.
- Workmen's Compensation: \$10.00 per person per hour plus \$.10 per page.
- Insurance Company: \$10.00.
- Attorney: \$25.00 base plus \$1.25 per page for pages 1-49, \$.90 per page for pages 50-99 and \$.60 per page for 100+.