Requesting Medical Records

MultiCare has partnered up with Information On Demand, Inc. (IOD), a copy service company that shares a common purpose: Excellent Patient Care and Excellent Customer Service. They will promptly handle your request for medical records at MultiCare.

- **Email**: multicareroi@iodincorporated.com
- **General phone**: 855.673.2673
- **Fax**: 253.697.7293
- **Mailing address**: MultiCare Health Information Management, 1329 East Main Avenue, MS: 1329-1-HIM, Puyallup, WA 98372
- **Hours**: 8am - 5pm ▪ Monday - Friday

PATIENT RIGHTS TO REQUEST HEALTH INFORMATION

Patients have the right to access their health information and medical records. If you wish to receive copies of some or all of your medical record information, you must complete that request in writing:

1. Fill out the MultiCare Authorization to Use or Disclose your Health Care Information form. This form is available at any MultiCare clinic or hospital location. It is also available on our website, at multicare.org/patient-request-forms. We can also fax, mail or email this form to you. Once you have completed the form, you may send it back by US mail, fax or email using the contact information above. Please specifically state what medical record information is needed, and be sure to sign and date the form.
2. Instead of using the authorization form, you may also send a letter to the contact information above, stating the exact information you want, and who you want your information sent to. Please include the full address where you want the information sent to, and be sure to sign and date the letter.

NOTE: When completing the Authorization to Use or Disclose your Health Care Information, please note that if you check ALL RECORDS, "ALL" means every page of your record and you will be charged for the copies if the requested time span extends beyond five years (see "Cost schedule for copying patient health information" below for fee scale).

We will provide the following medical records (up to five years' worth) at no charge: All Discharge Summaries, Emergency Room Reports, Office Visits, History & Physical, Consults, Operative Reports, and all diagnostic studies/results.

MultiCare patients can also access all test results in their medical record online by signing up for MyChart at multicare.org/my-chart. MyChart is MultiCare's online connection to your health, from prescription renewals to reading the results of your lab test.

PROCESSING TIMES

After we receive your form or written request, we will make medical records available in a timely fashion, not to exceed 14 working days. If the information requested does not exist, cannot be found or is invalid, a notification will be sent to you within 14 working days. These timeframes are consistent with state law RCW 70.02.080 and 70.02.090.

COST SCHEDULE FOR COPYING PATIENT HEALTH INFORMATION (Prices effective 8/1/13)

- **Personal copies**: $0.36 per page delivered via a patient portal, such as a secure email location. $0.39 per page delivered in any other fashion (such as printed on paper and mailed), excluding sales tax and postage.
  Washington state sales tax applies (currently 9 percent, but subject to change by the state). Postage varies according to the weight of the copies.
- **All other requests (i.e., legal, insurance)**: $1.09 per page for the first 30 pages, $0.82 per page for all other pages, plus a $24 clerical fee for searching and handling (excluding sales tax and postage).
- **Placing your medical records on CD/DVD will cost $7.50**.

  There is no charge for records being sent to another health care facility or physician or for immunization records requests.

OTHER MEDICAL RECORD REQUESTS

In addition to requesting copies of your medical record, you can also request to change information in your medical record, request a notice on how your health information is used and shared, get a report on when and why your health information was shared or request restrictions on the use and disclosure of your health information.

Request to change information in your medical record

You can ask to change information that may be incorrect in your chart or add information to your chart if it may be incomplete. For example, if you and your provider agree that your chart has the wrong result for a test, the provider must change it. However, even if the provider believes the test result is correct, you still have the right to have your disagreement noted in your chart.

In most cases, the chart should be updated within 10 days, but MultiCare may extend to 21 days. We will notify you if an extension is necessary.

This request must be made in writing. Visit multicare.org/patient-request-forms to download this authorization form. You may also have a copy of the form mailed to you by calling our customer service line at 253.697.7293.

Receive a Notice that tells you how your health information is used and shared

You can learn how your health information is used and shared by your provider or health insurer. Your provider must give you a Notice of Privacy Practice that tells you how MultiCare may use and share your health information and how you can exercise your rights. In most cases, you should get this Notice on your first visit to a MultiCare provider, and you can ask for a copy at any time. You may also view this Notice online at multicare.org/patient-request-forms.

Get a report on when and why your health information was shared

Under the law, your health information may be used and shared for particular reasons, like making sure doctors give good care, making sure nursing homes are clean and safe, reporting when the flu is in your area, or making required reports to the police, such as reporting gunshot wounds. In many cases, you can ask for and get a list of who your health information has been shared with for these reasons. You can get this report for free once a year. In most cases you should get the report within 60 days, but it can take an extra 30 days if you are given a reason.

You may request a list of all the disclosures we made of your protected health information to others except for the purposes of treatment, payment and health care operations identified previously. The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

This request must be made in writing. Visit multicare.org/patient-request-forms to download this authorization form. You may also have a copy of the form mailed to you by calling our customer service line at 253.697.7293.

Request restrictions of use and disclosure of your health information

You have the right to request a restriction on the use and disclosure of your health information at MultiCare.

You may request that we limit the way we use and disclose your protected health information. You also have the right to request a limit on the protected health information we disclose about you to someone who is involved in your care or the payment of your care, like a family member or friend.

We will review your completed request for restrictions to determine if we can comply with the request. If we cannot reasonably grant your request, we will send you a letter advising you of MultiCare's decision.

In order for us to restrict how your protected health information is used for billing and/or used in health care operations (except as otherwise required by law), the item or service to be restricted must be paid in full. If you want to put such a restriction in place, please notify your health care provider's front office staff and complete the Request for Restrictions form prior to being seen.

We are not required to agree to all restriction requests. If we do agree to your request, we will comply unless the information is needed to provide emergency treatment to you.

This request must be made in writing. Visit multicare.org/patient-request-forms to download this authorization form. You may also have a copy of the form mailed to you by calling our customer service line at 253.697.7293.

Get a Birth Certificate or Paternity Affidavit

If you have questions about Birth Certificates or Paternity Affidavits, please call MultiCare's Health Information Management Services at **253.403.2431 or 253.697.7157**.

To purchase the legal Birth Certificate, you will need to contact the Tacoma-Pierce County Office of Vital Records. This office can be reached at **253.798.6418**. You can also request certificates online by visiting tpchd.org/records-permits/birth-death-records.