



Health Information Management Dept.
 P.O. Box 1289
 Tampa, FL 33601-1289
 Phone: (813) 844-7533

Request for Access to Protected Health Information by Individual Patients

Please check (✓) the appropriate box(es) (☐) and fill in the blank(s) as needed.

1. Patient last name: _____ First name: _____ Middle initial: _____
 Date of birth: _____ Last 4 digits of SSN: _____ Phone number: _____

2. Requesting information from): **TGH Urgent Care**

3. Date(s) of treatment: ☐ Specific dates: _____ through _____

4. Specific information requested (*check all that apply*):

- Notes
- Radiology Report
- Laboratory Results
- Radiology Images/CD
- Other: _____

5. In what format would you like to receive your records? (*choose one*):

- Paper CD Email MyChart (patient only, and must have active MyChart account)
- I wish to pick up my records (**TGH Davis Island location only - during Release of Information business hours**)
- Access to Review (**by appointment only at TGH Davis Island location - during Release of Information business hours**)
- Please send copies of my records to:
 Individual/Legal Guardian/Personal Representative name: _____
 Street address: _____
 City, State, ZIP code: _____
 Phone number of individual receiving records if not patient: _____
 Email address (print clearly): _____

Email is not a secure means of communication. We will encrypt email communications of your records.

If I submit this access request form and request to have my information sent to a third party, I understand that information contained in my medical record may contain HIV/AIDS testing, results, and/or treatment records; mental health diagnosis and/or treatment records; alcohol and/or drug abuse diagnosis and/or treatment records.

Processing Your Requested Information:

The Release of Information service area within the Health Information Management Department at Tampa General Hospital processes all requests for records for TGH Urgent Care.

We may charge a fee for copies of requested health information to cover cost of labor, supplies, and/or postage, if mailed to you. We will inform you of the total charges before providing the requested copies. We will respond to your request within 30 days from date of receipt. Actual turnaround time is typically shorter. We will require an additional 30 day extension if your health information is not readily accessible or is maintained in an offsite storage facility. We will notify you if we need this extension of time.

We appreciate your patience while we process your request.

Signature of patient/Legal Guardian/Personal Representative: _____ **Date:** _____

If signed by Personal Representative, relationship to patient: _____



Frequently Asked Questions

1. How do I request my medical records?

You can mail, fax, request through MyChart, or appear in person to request your records. See below.

2. Can I fax my request?

Yes. To expedite the process, and to make it easier for our patients to request copies of their medical records, we have set up a dedicated fax line for our patients to submit their requests. The fax number is (813) 844-1135.

3. Once I request my medical records, how will I receive them?

We can mail paper copies or electronic copies on CD to you, deliver them electronically via email or to your MyChart account, or you can arrange to pick them up. Please specify when requesting.

4. Can I receive my records via fax?

No. Due to HIPAA rules and regulations, and to ensure every patient's right to privacy, we only fax patient medical records to other medical facilities for immediate patient care.

5. Can I receive my records via email?

Yes. There is a risk associated with transmitting protected health information through unencrypted email possibly resulting in unauthorized third parties intercepting the email.

6. Who can I call regarding my records? Billing, Radiology, etc.?

Release of Information (ROI) has the ability to provide patients with a CD containing Radiology images.

ROI: (813) 844-7533 Radiology/ROI: (813) 844-7533 Main Radiology: (813) 844-7770 Billing: (813) 844-7291

7. What are the business hours for ROI?

Monday – Friday 8:30 a.m. to 12:30 p.m. and 1:00 p.m. to 5:00 p.m. We are closed on weekends and holidays.

8. Is there a charge for copies of my medical records?

Yes. Per Federal and State regulations, there may be a fee associated with obtaining copies of your medical records depending on the format requested and amount of information. There is no charge for medical records if they are provided directly to your physician.

9. If I come to the customer service window, can I receive copies of my medical records while I wait?

If you are requesting limited information for one particular recent visit, paper copies may be provided while you wait. Multiple visits or copies of entire charts may take up to 30 days to process. A request for records on CD will be processed within 30 days and mailed to you. You will be contacted regarding any fees associated with obtaining copies.

10. Where is the ROI Customer Service window located?

The Customer Service window is located at the main TGH hospital campus on Davis Island. The address is 1 Tampa General Cir. Tampa, FL 33606. We are on the first floor right across from the East Pavilion entrance next to the Information Desk.

11. How long does it take to receive my records once my request is received?

Once your request is received, it may take up to 30 days to process and be mailed out to you.

12. Who can pick up my records?

Only you can pick up your records unless you write a letter authorizing someone else to pick up your records or specify this information on the signed and dated access request form. The person you authorize to pick up your medical records will need to show identification before medical records are released.

13. Who can request my records?

Only you or the person/entity authorized by you to obtain records may request records. A Healthcare Surrogate or Power of Attorney appointed by you may request copies of your medical records. A copy of the corresponding documentation and appropriate identification must be presented before records will be released to a personal representative.

14. Can I request records on a deceased person?

Records on deceased patients can be requested by the Administrator of the deceased's estate, next-of-kin (surviving spouse, adult children, parents, or adult siblings, respectively). Proper documentation and identification must be provided. This may include court documentation, death certificate, and documentation proving relationship; i.e. an adult child requesting his/her deceased parent's records must provide proof that there is no surviving spouse and a birth certificate identifying patient as his/her parent.

15. How do I request someone else's medical records?

Only under certain circumstances can you request and receive someone else's medical records without their written authorization.

- You must be the parent of a minor child (under 18) who is not emancipated, or
- You must have Power of Attorney or Health Care Surrogate for the patient you are requesting, or
- You must provide a court order allowing you to obtain requested records.