



SUSAN E. JANOCIK, MD PLLC

4003 KRESGE WAY, STE. 226
LOUISVILLE, KY 40207
(502) 895-4772
(502) 899-9756 FAX
WWW.SEJMD.COM

Susan E. Janocik, MD PLLC Medical Records Request Policy – Adopted and effective July 14, 2010

I ventured into solo practice in 2007 to return to a more personal approach to medicine by eliminating, or at least minimizing, the ever-expanding administrative burdens that have little or nothing to do with delivering the high quality medical care in order to devote more time to my patients.

One of the practice's more time-consuming burdens is complying with numerous third-party medical records requests "on behalf of" patients. Third-party records requests are often a result of internet life or health insurance quote shopping, government agencies verifying claims, or employers performing back ground checks. The time to accurately copy, assemble, review, and mail medical records consumes significant time that could otherwise be dedicated to the appointment time to care for patients.

PATIENT RECORDS REQUESTS:

We realize there are times when patients have legitimate reasons to procure a copy of their records and we are happy to comply with those patient requests. Therefore our records policy on patient requests is as follows:

- Within 30 days of a written and signed request from the patient, we will provide one free copy of the patient's medical records. We will contact the patient when the records are prepared.
- If your written request is transmitted through an authorized attorney, we will provide the attorney with a free copy of the medical records within 30 days. We will contact the attorney when the medical records are prepared.
- Additional copies beyond the first free copy will be made available to the patient at a cost of \$1.00 per page within 30 days in accordance with KRS 422.317
- If a patient requests a transfer of medical records to another medical provider, the records will be transferred expeditiously as to not hinder the continuation of medical care.

THIRD PARTY RECORDS REQUESTS:

Third-party records requests made "on behalf" of a patient are driven by agencies that often pressure medical staff to send the records "as soon as possible" and persist with burdensome phone calls "checking on the status" of the records request on a near-daily basis. Such requests add significantly to practice overhead and hinder quality patient care by tying up phone and staff time. In order to comply with such third-party requests and cover the cost of doing so, our policy for third-party requests made "on behalf" of the patient is as follows:

- Upon receipt of a third-party records request "on behalf" of and authorized by a patient we will copy and send the medical records first-class mail within 7 business days at an expedited service fee of **\$145.00 billed to the third-party agency.**
- If the third-party request includes an **attestation requirement of the physician's review with signature and notarization, an additional fee of \$160** will be added to the cost and billed to the third-party agency.
- If a third-party request comes through a patient-authorized attorney, and includes a transmittal of a patient's written and signed request, and the third-party does not wish to have the request expedited, then the records will be copied and ready for pick up at our office within 30 days of written request. We will call the third-party agency when the records are prepared.

RECORDS RETENTION

Medical records are retained for a period of not less than ten (10) years. Electronic records are kept onsite and are backed up on a daily basis. Full data backups occur each Friday and data tapes are kept off site in a secure location. Due to space limitations, some hard copy charts that are inactive are archived off-site by Datavault.

Thank you for your patience and understanding. This policy was adopted after careful consideration of patients' needs, the business practices of third-party agencies, Kentucky law, and the Kentucky Medical Association's (KMA) Legal Handbook for Kentucky Physicians, "Medical Records" 1/6/2005.