

Model Script for Responding to Patient Health Information Access Requests

FAQ 1: Can I get copies of my test and other medical records?

Answer: Yes. Just complete our written request form asking you to describe the health information you want and we'll process your request in a timely manner. We can arrange to have you look at the records here at the lab facility, provide you copies, or prepare a summary explanation of them, whichever you prefer.

FAQ 2: How much will it cost to get copies of my records?

Answer: We'll charge you a reasonable cost-based fee for copies of the information you request, or summary explanation. I'll be happy to provide you a copy of our current fee schedule, if you'd like.

FAQ 3: Is there anything I can do to lower the costs of getting copies of my records?

Answer: Yes. First, be aware that medical records can be quite voluminous. So, asking for your "entire medical record" can be costly. Of course, you have the right to do so, but you may be able to save money by being sure to request only the information you need. If you want, we can work with you to help you figure out what information you need.

FAQ 4: How long will it take for me to get copies of my records?

Answer: We're legally obligated to respond to your access request within [*insert either: i., 30 days if HIPAA requirements apply, or ii., shorter deadline required under your state's law*]. If we can't retrieve your information or respond to your request in that time, we'll notify you in writing of the delay, reasons for it, and when we can complete action on your request.

FAQ 5: How can my doctor get copies of my records?

Answer: Another health care provider who's treating you can request copies of your health information at any time. Tell your provider to contact us directly if they wish to do so.

FAQ 6: Is there any reason why you wouldn't let me access my records?

Answer: Yes. Legally, we're allowed to deny you access to your own health information under certain situations, such as where disclosure might jeopardize your or another person's health or safety. If such a situation were to arise, we'd provide you a written denial in a timely manner listing the reasons for the denial and describing your rights to have the denial decision reviewed and/or file a complaint about us.

FAQ 7: Can somebody help me if I don't understand parts of my records that are hard to read or contain medical terms or abbreviations that I don't understand?

Answer: Yes. We can arrange to have somebody assist you if you need help reading or understanding the health information we provide you.

FAQ 8: What happens if you don't have the medical records I request?

Answer: If we don't have the information but know who does, we'll tell you where to redirect your access request.

FAQ 9: Any question that's not on this list

Answer: Let me give you the name and contact information of our [*privacy officer or other privacy contact, as listed on the Notice of Privacy Practices*] who should be able to answer your question and whom you can contact directly at any time.